



**COUNTY OF LOS ANGELES
WORKFORCE DEVELOPMENT, AGING AND
COMMUNITY SERVICES
REQUEST FOR PROPOSALS
SUPPORTIVE SERVICES PROGRAM SERVICES**

AAA-SSP-1920 RFP

MARCH 15, 2019

Mandatory Proposers' Conference: Friday, March 29, 2019 at 10:00 a.m. PT
Final Proposal Due Date and Time: Monday, April 15, 2019 at 12:00 p.m. PT

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APPENDICES

- A Sample Subaward:** A sample of the agreement/contract to be executed between County and Subrecipient. It sets forth the terms and conditions for the issuance and performance of all tasks, deliverables, Services and other work identified in the Statement of Work.
- B Statement of Work:** Explains in detail the required Services that County is seeking in its solicitation and it represents the Services to be performed by Subrecipient upon commencement of Subaward.
- C Statement of Work Exhibits:** Attachments to the Statement of Work which form a part of the Statement of Work.
- D Required Forms and Documentation:** Forms (that must be completed) and organizational documents that must be submitted with the proposal.
- E Request for Proposals Transmittal to Request a Solicitation Requirements Review:** Transmittal sent to County requesting a Solicitation Requirements Review.
- F County of Los Angeles Policy on Doing Business with Small Business:** County of Los Angeles policy.
- G Jury Service Ordinance:** Los Angeles County Code Chapter 2.203 (Contractor Employee Jury Service).
- H Listing of Contractors Debarred in Los Angeles County:** A list of contractors who are not allowed to contract with County of Los Angeles for a specific length of time.
- I Internal Revenue Service Notice 1015:** Provides an overview of the Federal Earned Income Credit.
- J Safely Surrendered Baby Law:** County of Los Angeles program.
- K Intentionally Omitted**
- L Intentionally Omitted**
- M Background and Resources - California Charities Regulation:** An information sheet intended to assist nonprofit agencies with compliance with Senate Bill 1262 (Nonprofit Integrity Act of 2004) and identify available resources.
- N Defaulted Property Tax Reduction Program:** Los Angeles County Code Chapter 2.206 (Defaulted Property Tax Reduction Program).

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- O Notice of Intent to Submit Proposal:** Form to be completed by potential Proposer (who may be interested in submitting a proposal) and submitted to County by the date indicated in the solicitation.
- P Cost Allocation and Indirect Cost Requirements for WDACS Subawards:** Guidance and policy for developing a cost allocation plan.

{End of Appendices}

1.0 INTRODUCTION

1.1 Request for Proposals for Supportive Services Program Services

- 1.1.1 County of Los Angeles through its department of Workforce Development, Aging and Community Services (County or WDACS) seeks to partner with qualified organizations to provide Supportive Services Program (SSP) Services identified in Appendix B (Statement of Work) throughout Los Angeles County (Supervisory Districts 1, 2, 3, 4, and 5), excluding the City of Los Angeles. As such, County is issuing this Request for Proposals (RFP) to solicit responses (proposals) from qualified organizations (Proposers) that can provide these Services in accordance with all applicable Federal, State, and local laws, regulations, and guidance.
- 1.1.2 Proposals will be accepted from qualified organizations who can provide any combination of SSP Services (which include Case Management, Homemaker, Personal Care, Respite Care, Alzheimer's Day Care Services, and Registry) within any portion of a Supervisory District (i.e., Proposer is not required to provide SSP Services for a full Supervisory District). Proposer may only submit a maximum of three (3) separate proposals, identify the services they will provide in the Supervisory District in the proposal. County anticipates selecting approximately fifteen (15) proposals to award Subawards to successful Proposers who demonstrate that they are responsive, responsible, qualified, and have the capacity to provide Program Services under the requirements of the Subaward (Appendix A (Sample Subaward)). Specific requirements for this solicitation are outlined in this document.

1.2 Terms and Definitions

- 1.2.1 Titles, captions, and headings contained in this solicitation are inserted as a matter of convenience and for reference and are not intended and shall not be deemed or construed to define, limit, extend, or otherwise describe the scope or any provision of this solicitation.
- 1.2.2 Key terms that are used throughout this document (including its Appendices) have been defined in Appendix A (Sample Subaward), Exhibit P (Definitions), unless otherwise stated.
- 1.2.3 For purposes of this RFP, the term Proposer is used to identify any person, entity, or organization which submits a proposal in response to this solicitation. As such, while the information provided in this RFP is intended primarily for Proposer, potential Proposers are highly encouraged to review this solicitation document as well.
 - 1.2.3.1 For purposes of this RFP, the term Client is used to

identify an individual who meets the eligibility requirements outlined in Appendix B (Statement of Work), Subsection 10.9 (Eligibility Criteria), receives Program Services and is counted only once (unduplicated) when determining the total number of unduplicated Clients.

1.2.3.2 For purposes of this RFP, the term Subrecipient shall refer to Proposer who submits a proposal in response to this solicitation, successfully passes County's evaluation/review process, is selected by County to receive a Subaward (contingent upon approval by the County of Los Angeles Board of Supervisors (Board of Supervisors)), and is expected to ultimately sign/execute the resulting Subaward.

1.2.4 Usage of Specific Terms Pursuant to Federal and County Regulations

1.2.4.1 In order to comply with the requirements of [Title 2 Code of Federal Regulations Part 200](#) and [Title 45 Code of Federal Regulations Part 75](#), specific terms are used to refer to the resulting agreement which is identified as the "Subaward" (i.e., Appendix A (Sample Subaward)), the party to that agreement who is identified as "Subrecipient", a third-party agreement which is identified as the "Lower Tier Subaward", and a third-party who is identified as a "Lower Tier Subrecipient".

1.2.4.2 In order to comply with County of Los Angeles codes/statutes and Board of Supervisors policies/mandates, several County of Los Angeles specific terms are also used to refer to the resulting agreement which is identified as the "Contract" (i.e., Appendix A (Sample Subaward)), the party to that agreement who is identified as "Contractor", a third-party agreement which is identified as the "Subcontract", and a third-party who is identified as a "Subcontractor".

1.2.4.3 In all cases, when the terms Subaward, Subrecipient, Lower Tier Subaward, Lower Tier Subrecipient, Contract, Contractor, Subcontract, and Subcontractor are used then these shall have the meanings provided respectively herein and as noted in Appendix A (Sample Subaward), Exhibit P (Definitions).

1.3 Background

1.3.1 County of Los Angeles Workforce Development, Aging and Community Services

1.3.1.1 County is committed to providing services which have positive impacts on the lives of the citizens of Los Angeles County and these services are delivered through a broad spectrum of WDACS Programs. To this end, WDACS investigates claims of the abuse of senior and disabled populations and provides emergency shelter beds to these victims of abuse and neglect through its Adult Protective Services Program. WDACS provides employment and training services to adults and youth and works with employers in times of hiring and downsizing through its Workforce Innovations and Opportunity Act Programs. WDACS offers mediation services to avoid court filings through its Dispute Resolution Program. WDACS provides supportive services for a wide range of issues and activities impacting people of American Indian ancestry through its Community Services American Indian Block Grant Program. WDACS seeks to improve human relations by developing and strengthening delivery systems of technical assistance and resources Countywide through its Human Relations Commission. And, WDACS provides nutrition, supportive and other life-enhancing services to seniors/older individuals through its Area Agency on Aging Programs.

1.3.2 County of Los Angeles Area Agency on Aging

1.3.2.1 The Older Americans Act of 1965 (OAA) authorizes the State of California through its California Department of Aging (CDA or State) to divide the State of California into distinct planning and service areas in order to engage in the planning and provision of a broad range of supportive services, nutrition services, adult protective services, and long-term care services within such planning and service areas. As such, the geographic boundaries of Los Angeles County (excluding the City of Los Angeles) have been designated by the State as Planning and Service Area 19 (PSA 19). The OAA also authorizes the State to designate local area agencies on aging to help carry out the objectives of the OAA within each PSA. As such, in 1975, CDA established County of Los Angeles through its department of Workforce Development,

Aging and Community Services as an Area Agency on Aging (AAA) for PSA 19.

- 1.3.2.2 WDACS carries out its mission to provide services through our AAA Programs to serve residents within the geographical boundaries of Los Angeles County (excluding the City of Los Angeles) by identifying the unmet needs of older adults and functionally-impaired adults in PSA 19 as well as planning, coordinating, and implementing programs that promote the health, dignity, and well-being of this population. The mission of County of Los Angeles AAA is to stimulate progress towards the creation of a home and community-based long-term care system that maximizes consumer independence and dignity and is responsive and accessible to Los Angeles County's diverse population of older adults, functionally-impaired adults, and their families.

1.4 Overview of Program Services

- 1.4.1 As part of the AAA Programs, County uses funds designated for SSP for the primary purpose of assisting Clients in avoiding premature or inappropriate institutionalization and assisting Clients in long-term care institutions who are able to return to their communities. More specifically, SSP includes a variety of Services designed to address functional limitations, maintain health (including mental and behavioral health) and independence, and promote access to supportive services such as services provided by an Area Agency on Aging, in conjunction with local transportation service providers, public transportation agencies, and other local government agencies, that result in increased provision of such transportation services for older individuals.
- 1.4.2 SSP is ordered into six (6) Service Categories (refer to Appendix B (Statement of Work) for additional information):
 - 1.4.2.1 Case Management
 - 1.4.2.2 Homemaker
 - 1.4.2.3 Personal Care
 - 1.4.2.4 Respite Care
 - 1.4.2.5 Alzheimer's Day Care Services
 - 1.4.2.6 Registry

1.5 Collaboration Efforts with Lower Tier Subrecipient(s)

- 1.5.1 In order to ensure continuity in Service delivery and provide Services to Clients, Proposer may enter into a lower-tier subaward(s) with other business partners, agencies, consortiums, vendors, etc. (see Appendix A (Sample Subaward), Subparagraph 8.40 (Lower Tier Subaward)).
- 1.5.2 Information about Proposer's lower tier subaward efforts shall be reflected in Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 15 (Proposed List of Lower Tier Subawards).

2.0 PURPOSE: SUBAWARD FOR SSP SERVICES

2.1 Statement of Work

- 2.1.1 Successful Proposer/Subrecipient shall be expected to implement the requirements outlined in Appendix B (Statement of Work) and Appendix C (Statement of Work Exhibits) if selected to receive a Subaward.
- 2.1.2 SSP Services are to be comprehensive, cost-effective, coordinated with other community-based services, and culturally relevant to Clients to promote Clients' ability to maintain the highest possible levels of function, participation, and dignity in their communities. Successful Proposer shall provide Program Services identified in Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 20 (Proposed Program Services for SSP) in the Supervisorial District(s) for which it applies (excluding the City of Los Angeles) for the duration of the Subaward term (including any term extensions exercised by County).

2.1.3 Estimated Funding and Service Delivery

- 2.1.3.1 County estimates that the total annual funding for Fiscal Year 2019-20 for SSP Services is approximately \$2.9 million and this amount will potentially be distributed to each Supervisorial District as follows:

- 2.1.3.1.1 Supervisorial District 1: \$639,735

- 2.1.3.1.2 Supervisorial District 2: \$350,462

- 2.1.3.1.3 Supervisorial District 3: \$162,561

- 2.1.3.1.4 Supervisorial District 4: \$615,721

- 2.1.3.1.5 Supervisorial District 5: \$1,104,155

2.2 Sample Subaward (County Terms and Conditions)

2.2.1 Successful Proposer/Subrecipient shall be expected to implement the requirements outlined in Appendix A (Sample Subaward) if selected to receive a Subaward.

2.2.2 Anticipated Subaward Term

2.2.2.1 The Subaward term shall be for a period of one (1) year with three (3) annual options to renew where such renewals shall be determined at County's sole discretion (contingent upon availability of funding, Subrecipient's performance, and other criteria to be determined by County). The Subaward shall commence on July 1, 2019 and continue through June 30, 2020, following the Board of Supervisors' award.

2.2.3 Subaward Rates

2.2.3.1 Subrecipient's rates shall remain firm and fixed for the term of the Subaward, and such term shall include any renewal options exercised by County. These rates shall represent Subrecipient's true, actual, and supported costs which are incurred solely for providing Services under the Subaward. Such true/actual costs are those costs which are net of any applicable credits including, but not limited to, discounts, refunds, adjustments, rebates, allowances, etc. and are inclusive of any taxes, delivery/shipping charges, etc. County shall reimburse Subrecipient for supplying the Services as set forth in the Subaward.

2.2.3.2 The Subaward (hourly, daily, monthly, etc.) amount may be adjusted annually based on the increase or decrease in the United States Department of Labor, Bureau of Labor Statistics' Consumer Price Index (CPI) for the Los Angeles-Riverside-Orange County Area for the most recently published percentage change for the twelve (12) month period preceding the Subaward anniversary date, which shall be the effective date for any cost of living adjustment. However, any increase shall not exceed the general salary movement granted to County of Los Angeles employees as determined by the Chief Executive Office as of each July 1 for the prior twelve (12) month period. Furthermore, should fiscal circumstances ultimately prevent the Board of Supervisors from approving any increase in County of Los Angeles employee salaries, no cost of living adjustments will be granted. Where County decides

to grant a Cost of Living Adjustment (COLA) pursuant to this Subparagraph 2.2.3 for living wage contracts, it may, in its sole discretion exclude the cost of labor (including the cost of wages and benefits paid to employees providing Services under the Subaward) from the base upon which a COLA is calculated, unless Subrecipient can show that its labor cost will actually increase.

2.2.4 Days of Operation

2.2.4.1 Subrecipient shall be required to provide Program Services a minimum of five (5) days per week (Monday through Friday), eight (8) hours per day during the hours of 8:00 a.m. to 5:00 p.m. (normal business hours) and its offices shall be open for business during this timeframe. Subrecipient's Staff shall be available during these normal business hours. Subrecipient is not required to provide Services on County recognized holidays. County's Program Manager will provide a list of County holidays to Subrecipient at the time the Subaward is approved, and thereafter when updates are made to this list.

2.2.5 Indemnification and Insurance

2.2.5.1 Subrecipient (that is "Contractor") shall be required to comply with the indemnification provisions contained in Appendix A (Sample Subaward), Subparagraph 8.23 (Indemnification). Subrecipient (that is, "Contractor") shall procure, maintain, and provide to County proof of insurance coverage for all the programs of insurance along with associated amounts specified in Appendix A (Sample Subaward), Subparagraph 8.24 (General Provisions for all Insurance Coverage) and Subparagraph 8.25 (Insurance Coverage).

2.2.6 Health Insurance Portability and Accountability Act of 1996

2.2.6.1 Subrecipient (that is "Contractor") shall be required to comply with the Administrative Simplification requirements of the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA) as in effect and as may be amended, as contained in Appendix A (Sample Subaward), Exhibit N (Business Associate Agreement under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA")).

3.0 PROPOSER'S MINIMUM QUALIFICATIONS

3.1 Information for Interested and Qualified Proposers

3.1.1 Interested and qualified Proposers that can demonstrate their ability and qualifications to successfully provide all of the required Services outlined in Appendix B (Statement of Work) are invited to submit a proposal(s), provided that they meet the Minimum Requirements outlined herein.

3.2 Minimum Qualifications to Submit Proposal

3.2.1 Debarment

3.2.1.1 Proposer shall not be debarred, or equivalent prohibition on doing business with Proposer, by any government agency within the last five (5) years.

3.2.2 Proposer's Data Universal Numbering System Number

3.2.2.1 Proposer must have a Data Universal Numbering System (DUNS) Number in order to submit a proposal. Proposer shall provide this information when completing Appendix D (Required Forms and Documentation), Part I (Required Forms), Attachment 1 (Proposer's Organization Questionnaire, Affidavit, and Community Business Enterprise Information). If Proposer does not have a DUNS number, please register for this number at: <http://www.dnb.com/duns-number.html>. Upon completion, Proposer shall provide documentation (e.g., print screen, confirmation, etc.) of its registration for the DUNS as an attachment to Appendix D (Required Forms and Documentation), Part I (Required Forms), Attachment 1 (Proposer's Organization Questionnaire, Affidavit, and Community Business Enterprise Information).

3.2.3 Experience

3.2.3.1 Proposer must have five (5) consecutive years of experience, obtained within the last seven (7) years (between 2011 – 2018), providing the specific SSP Services (identified as Service Categories, which include Case Management, Homemaker, Personal Care, Respite Care, Alzheimer's Day Care Services, and Registry Services) or services which are equivalent or substantially similar to these Program Services/Service Categories for which Proposer is applying, which are further outlined in Appendix B

(Statement of Work).

3.2.4 Organizational Business Structure

- 3.2.4.1 Proposer's organizational business structure shall be a non-profit private corporation, public/government entity, or joint powers agency.
- 3.2.4.2 Non-profit Private Corporation or Joint Powers Agency: Proposer's organization shall be either a Single-purpose or Multi-purpose agency. For purposes of this RFP, a Single-purpose agency is defined as an agency which provides Program Services as its only primary business function. For purposes of this RFP, a Multi-purpose agency is defined as an agency which provides the Program Services as one of its several primary business purposes.
- 3.2.4.3 Non-profit Private Corporation, Public/Government Entity, or Joint Powers Agency: If Proposer's organization is a Multi-purpose organization and/or a public/government entity, it shall ensure that none of its other sponsored programs conflict with the objectives and policies of SSP, and it must devote adequate resources to meet SSP objectives. Sponsored programs are defined as those business activities that do not have the same or substantially similar Program Services, goals, and objectives as those of the SSP.

3.2.5 Unresolved Disallowed Costs with County Contract(s)

- 3.2.5.1 When Proposer's compliance with a County contract has been reviewed by the County of Los Angeles Auditor-Controller within the last ten(10) years, Proposer must not have unresolved disallowed costs identified by the County of Los Angeles Auditor-Controller, in an amount over \$100,000.00, that are confirmed to be disallowed costs by the contracting County department (WDACS), and remain unpaid for six (6) months or more from the date of disallowance, unless such disallowed costs are the subject of current good faith negotiations to resolve the disallowed costs, in the opinion of County.

3.2.6 Cost Allocation Plan Methodology

- 3.2.6.1 Proposer shall provide a cost allocation plan narrative, which describes Proposer's method for allocating shared costs where such method adheres to the

requirements outlined in the following: Appendix A (Sample Contract), Exhibit Q (Accounting, Administration and Reporting Requirements); and, Appendix P (Cost Allocation and Indirect Cost Requirements). This narrative must demonstrate Proposer's ability to allocate costs if followed. Proposer shall submit the cost allocation plan narrative as part of Section A of the Business Component. Limit narrative response to one (1) page.

- 3.2.6.2 If Proposer is awarded a Subaward, Proposer's cost allocation plan narrative, which is submitted in response to this solicitation, shall be used as the basis for developing and implementing the final cost allocation plan as required under the Subaward.

4.0 COUNTY'S RIGHTS AND RESPONSIBILITIES

4.1 Representations Made Prior to Subaward Execution

- 4.1.1 County is not responsible for representations made by any of its officers or employees prior to the execution of the Subaward unless such understanding or representation is included in the Subaward.

4.2 Final Subaward by the Board of Supervisors

- 4.2.1 Notwithstanding a recommendation of WDACS, agency, individual, or other, the Board of Supervisors retains the right to exercise its judgment concerning the selection of a proposal and the terms of any resultant agreement, and to determine which proposal best serves the interests of the County of Los Angeles. The Board of Supervisors is the ultimate decision-making body and makes the final determinations necessary to arrive at a decision to award, or not award, a Subaward (that is, "Contract").

4.3 County's Option to Reject Proposals

- 4.3.1 Proposer is hereby advised that this RFP is a solicitation for proposals only, and is not intended, and is not to be construed as, an offer to enter into a Subaward. County may, at its sole discretion, reject any or all proposals submitted in response to this RFP, reject all proposals and cancel this RFP in its entirety, or cancel any portion of this RFP.
- 4.3.2 County shall not be liable for any costs incurred by Proposer in connection with the preparation and submission of any proposal.
- 4.3.3 County reserves the right to waive inconsequential disparities or any informalities in a proposal if the sum and substance of the proposal

is present.

4.4 County's Right to Amend Request for Proposals

4.4.1 County has the unlimited right to amend the RFP by written addendum at any time before the final proposal due date and time. County is responsible only for that which is expressly stated in this solicitation document and any authorized written addendum/addenda thereto. Such addendum shall be made available to each person or organization which County records indicate has received this RFP. Should such addendum require additional information not previously requested, Proposer's failure to address the requirements of such addendum may result in the proposal being found non-responsive and not being considered, as determined in the sole discretion of County. County is not responsible for and shall not be bound by any representations otherwise made by any individual acting or purporting to act on its behalf.

4.5 Background and Security Investigations

4.5.1 Background and security investigations of Proposer's Staff may be required at the discretion of County as a condition of beginning and continuing Work under the Subaward. The cost of background checks is the responsibility of Subrecipient.

4.6 County's Quality Assurance Plan

4.6.1 After Subaward (that is, "Contract") award, County or its agent will monitor Subrecipient's (that is, "Contractor's") performance under the Contract on a periodic basis. Such monitoring will include assessing Contractor's compliance with all terms and conditions in the Contract and performance standards identified in Appendix B (Statement of Work). Contractor's deficiencies which County determines are significant or continuing and may jeopardize performance of the Contract will be reported to the Board of Supervisors. The report will include improvement/corrective action measures taken by County and Contractor. If improvement does not occur consistent with the corrective action measures, County may terminate the Contract in whole or in part, or impose other penalties as specified in the Contract.

4.7 Subaward Requirements for Payment and Performance Guaranties

4.7.1 Throughout the entire term of the Subaward, including the original term and any renewals or extensions thereto, County, at its sole discretion, reserves the right to require Subrecipient to provide a Payment Guaranty, a Performance Guaranty, or both in the amount and form as directed by County.

4.7.1.1 Payment Guaranty: Subrecipient's surety/guarantee to County that Subrecipient shall meet its obligations to faithfully pay its Lower Tier Subrecipient(s) in a manner that is timely, satisfactory and acceptable to County, as determined by County at its sole discretion. The purpose of the Payment Guaranty is to provide all Lower Tier Subrecipients who supply labor, materials, services, etc. to Subrecipient a recourse if they do not get paid by Subrecipient. In such case, the Payment Guaranty allows Lower Tier Subrecipient to file a claim with the surety company that issued the Guaranty in the event that Subrecipient does not reimburse the Lower Tier Subrecipient for goods and/or services provided by Lower Tier Subrecipient.

4.7.1.2 Performance Guaranty: Subrecipient's surety/guarantee to County that Subrecipient shall meet its obligations to perform the terms and conditions of the Subaward. The purpose of the Performance Guaranty is to provide County a recourse to recover monies reimbursed to Subrecipient which would otherwise be lost due to Subrecipient's actions.

4.7.2 County will determine whether Subrecipient will be required to obtain a Guaranty(ies) when Subrecipient's performance under the Subaward reveals potential liability to County in an aggregate amount of \$25,000 or more resulting from, but not limited to, the following incidents: disallowed costs, unsubstantiated costs, non-payment of vendors, etc.

4.7.3 The costs to implement and maintain the Guaranty(ies) may be allowable under the terms of the Subaward; however, no additional funding will be added to the Subaward Sums to pay for those costs.

4.7.4 Refer to Appendix A (Sample Subaward), Subparagraph 9.19 (Payment and Performance Guaranties) for additional information on the requirements for these Guaranties.

5.0 PROPOSER'S REQUIREMENTS AND CERTIFICATIONS

5.1 Standard County Provisions

5.1.1 The provisions contained herein specify requirements that Proposer shall adhere to during the solicitation process and certifications that Subrecipient will be required to comply with upon commencement of the Subaward.

5.2 Notice to Proposers Concerning the Public Records Act

5.2.1 Responses to this solicitation shall become the exclusive property of County. Absent extraordinary circumstances, the recommended Proposer's proposal will become a matter of public record when the following occur: 1) Subaward negotiations are complete; 2) WDACS receives a letter from the recommended Proposer's Authorized Representative that the negotiated Subaward is the firm offer of the recommended Proposer; and 3) WDACS releases a copy of the recommended Proposer's proposal in response to a Notice of Intent to Request a Proposed Contractor Selection Review under the Board of Supervisors Policy No. 5.055 (Services Contract Solicitation Protest).

5.2.1.1 Notwithstanding the above, absent extraordinary circumstances, all proposals will become a matter of public record when County's recommended Proposer appears on the Board of Supervisors agenda.

5.2.1.2 Exceptions to disclosure are those parts or portions of the proposal that are justifiably defined as business or trade secrets, and plainly marked by Proposer as "Trade Secret", "Confidential", or "Proprietary".

5.2.2 County shall not, in any way, be liable or responsible for the disclosure of any such record or any parts thereof, if disclosure is required or permitted under the California Public Records Act or otherwise by law. A blanket statement of confidentiality or the marking of each page of the proposal as confidential shall not be deemed sufficient notice of exception. Proposer must specifically label only those provisions of its proposal which are "Trade Secrets", "Confidential", or "Proprietary" in nature.

5.2.3 In the event that County is required to defend an action on a Public Records Act request for any of the aforementioned documents, information, books, records, and/or contents of a proposal marked "Trade Secret", "Confidential", or "Proprietary", Proposer agrees to defend and indemnify County from all costs and expenses, including reasonable attorneys' fees, incurred in connection with any action, proceeding, or liability arising in connection with the Public Records Act request.

5.3 Contact with County Personnel

5.3.1 All contact regarding this RFP or any matter relating thereto must be limited to the designated timeframes as indicated in this solicitation (and any addendum thereto). Such contact shall be in writing and shall be either e-mailed or mailed using the following information (please use only one (1) of these methods to contact County):

E-mail Address:

aaarfp@wdacs.lacounty.gov

Postal Address:

County of Los Angeles
Workforce Development, Aging and Community Services
Contracts Management Division
Attention: AAA-SSP-1920 RFP
3175 West 6th Street
Los Angeles, CA 90020-1708

5.3.2 If it is discovered that Proposer contacted and/or received information from any County personnel, other than as specified above, regarding this solicitation, County, in its sole determination, may disqualify Proposer's proposal from further consideration. All contact shall only be conducted using the information provided in this Subparagraph 5.3.

5.4 Mandatory Requirement to Register on County's WebVen

5.4.1 Prior to Subaward (that is, "Contract") award, successful Proposer must register on County's WebVen. The WebVen contains Proposer's business profile and identifies the goods/services Proposer provides. Proposer shall register online at <http://camisvr.co.la.ca.us/webven/>.

5.5 Protest Policy Review Process

5.5.1 Under Board of Supervisors Policy No. 5.055 (Services Contract Solicitation Protest), any prospective Proposer may request a review of the requirements under a solicitation for a Board of Supervisors-approved services Subaward (that is, "Contract"), as described in Subparagraph 5.5.3 (Grounds for Review) below. Additionally, any actual Proposer may request a review of a disqualification or of a proposed Contract award under such a solicitation, as described respectively in Subparagraph 5.5.4 (Grounds for Review) below. It is the responsibility of Proposer challenging the decision of WDACS to demonstrate that WDACS committed a sufficiently material error in the solicitation process to justify invalidation of a proposed Contract award.

5.5.2 Throughout the review process, County has no obligation to delay or otherwise postpone an award of the Contract based on a Proposer protest. In all cases, County reserves the right to make an award

when it is determined to be in the best interest of the County of Los Angeles to do so.

5.5.3 Grounds for Review

5.5.3.1 Unless State or Federal statutes or regulations provide otherwise, the grounds for review of a solicitation for a Board of Supervisors-approved services Contract provided for under Board of Supervisors Policy No. 5.055 (Services Contract Solicitation Protest) are limited to the following:

5.5.3.1.1 Review of the solicitation requirements (reference Subparagraph 8.3 (Solicitation Requirements Review))

5.5.3.1.2 Review of a disqualified proposal (reference Subparagraph 8.4 (Disqualification Review))

5.5.3.1.3 Review of proposed Subrecipient (that is, "Contractor") selection (reference Subparagraphs 8.7 (Proposed Contractor Selection Review) and 8.8 (County Independent Review))

5.6 Injury and Illness Prevention Program

5.6.1 Subrecipient shall be required to comply with the State of California's Cal OSHA regulations. Title 8 California Code of Regulations Section 3203 requires all California employers to have a written, effective Injury and Illness Prevention Program that addresses hazards pertaining to the particular workplace covered by the program.

5.7 Confidentiality and Independent Contractor Status

5.7.1 As appropriate, Subrecipient shall comply with the confidentiality and the independent Subrecipient status provisions contained in Appendix A (Sample Subaward), Subparagraph 7.6 (Confidentiality) and Subparagraph 8.22 (Independent Contractor Status), respectively.

5.8 Conflict of Interest

5.8.1 No County employee whose position in County enables him/her to influence the selection of a Subrecipient for this RFP, or any competing RFP, nor any spouse of economic dependent of such employees, shall be employed in any capacity by Proposer or have

any other direct or indirect financial interest in the selection of Subrecipient. Proposer shall certify that Proposer is aware of and has read the Los Angeles County Code Section 2.180.010 as stated in Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 5 (Certification of No Conflict of Interest).

5.9 Determination of Proposer Responsibility

- 5.9.1 A responsible Proposer is a Proposer who has demonstrated the attribute of trustworthiness, as well as quality, fitness, capacity, and experience to satisfactorily perform the Subaward (that is, "Contract"). It is County's policy to conduct business only with responsible Proposer(s).
- 5.9.2 Proposer is hereby notified that, in accordance with Los Angeles County Code Chapter 2.202 (Determinations of Contractor Non-Responsibility and Contractor Debarment), County may determine whether Proposer is responsible based on a review of Proposer's performance on any contracts, including but not limited to County contracts. Particular attention will be given to violations of labor laws related to employee compensation and benefits, and evidence of false claims made by Proposer against public entities. Labor law violations which are the fault of Lower Tier Subrecipients (that is, "Subcontractors") and of which Proposer had no knowledge shall not be the basis of a determination that Proposer is not responsible.
- 5.9.3 County may declare Proposer to be non-responsible for purposes of this solicitation if the Board of Supervisors, in its discretion, finds that Proposer has done any of the following: 1) violated a term of a contract with County of Los Angeles or a nonprofit corporation created by County of Los Angeles; 2) committed an act or omission which negatively reflects on Proposer's quality, fitness, or capacity to perform a contract with County of Los Angeles, any other public entity, or a nonprofit corporation created by County of Los Angeles, or engaged in a pattern or practice which negatively reflects on same; 3) committed an act or omission which indicates a lack of business integrity or business honesty; or, 4) made or submitted a false claim against County of Los Angeles or any other public entity.
- 5.9.4 If there is evidence that the apparent highest ranked Proposer may not be responsible, WDACS shall notify Proposer in writing of the evidence relating to Proposer's responsibility and its intention to recommend to the Board of Supervisors that Proposer be found not responsible. WDACS shall provide Proposer and/or Proposer's Authorized Representative with an opportunity to present evidence as to why Proposer should be found to be responsible and to rebut evidence which is the basis for WDACS' recommendation.

- 5.9.5 If Proposer presents evidence in rebuttal to WDACS, WDACS shall

evaluate the merits of such evidence, and based on that evaluation, WDACS shall make a recommendation to the Board of Supervisors. The final decision concerning the responsibility of Proposer shall reside with the Board of Supervisors.

- 5.9.6 These terms shall also apply to proposed Lower Tier Subrecipients (that is, "Subcontractors") of Proposers on County of Los Angeles contracts.

5.10 Proposer Debarment

- 5.10.1 Proposer is hereby notified that, in accordance with Los Angeles County Code Chapter 2.202 (Determinations of Contractor Non-Responsibility and Contractor Debarment), County may debar Proposer from bidding or proposing on, or being awarded, and/or performing work on other County of Los Angeles lower tier subawards (that is, "contracts") for a specified period of time, which generally will not exceed five (5) years but may exceed five (5) years or be permanent if warranted by the circumstances, and County of Los Angeles may terminate any or all of Proposer's existing contracts with County, if the Board of Supervisors finds, in its discretion, that Proposer has done any of the following: (1) violated a term of a contract with the County of Los Angeles or a nonprofit corporation created by the County of Los Angeles; (2) committed an act or omission which negatively reflects on Proposer's quality, fitness or capacity to perform a contract with the County of Los Angeles, any other public entity, or a nonprofit corporation created by the County of Los Angeles, or engaged in a pattern or practice which negatively reflects on same; (3) committed an act or offense which indicates a lack of business integrity or business honesty; or, (4) made or submitted a false claim against the County of Los Angeles or any other public entity.

- 5.10.2 If there is evidence that the apparent highest ranked Proposer may be subject to debarment, WDACS shall notify Proposer in writing of the evidence which is the basis for the proposed debarment, and shall advise Proposer of the scheduled date for a debarment hearing before the Contractor Hearing Board.

- 5.10.3 The Contractor Hearing Board shall conduct a hearing where evidence on the proposed debarment is presented. Proposer and/or Proposer's representative shall be given an opportunity to submit evidence at that hearing. After the hearing, the Contractor Hearing Board shall prepare a tentative proposed decision, which shall contain a recommendation regarding whether Proposer should be debarred, and, if so, the appropriate length of time of the debarment. Proposer and WDACS shall be provided an opportunity to object to the tentative proposed decision prior to its presentation to the Board of Supervisors.

- 5.10.4 After consideration of any objections, or if no objections are received, a record of the hearing, the proposed decision and any other recommendation of the Contractor Hearing Board shall be presented to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.
- 5.10.5 If Proposer has been debarred for a period longer than five (5) years, Proposer may, after the debarment has been in effect for at least five (5) years, submit a written request for review of the debarment determination to reduce the period of debarment or terminate the debarment. County may, in its discretion, reduce the period of debarment or terminate the debarment if it finds that Proposer has adequately demonstrated one or more of the following: (1) elimination of the grounds for which the debarment was imposed; (2) a bona fide change in ownership or management; (3) material evidence discovered after debarment was imposed; or (4) any other reason that is in the best interests of County.
- 5.10.6 The Contractor Hearing Board will consider requests for review of a debarment determination only where: (1) Proposer has been debarred for a period longer than five (5) years; (2) the debarment has been in effect for at least five (5) years; and, (3) the request is in writing, states one or more of the grounds for reduction of the debarment period or termination of the debarment, and includes supporting documentation. Upon receiving an appropriate request, the Contractor Hearing Board will provide notice of the hearing on the request. At the hearing, the Contractor Hearing Board shall conduct a hearing where evidence on the proposed reduction of debarment period or termination of debarment is presented. This hearing shall be conducted and the request for review decided by the Contractor Hearing Board pursuant to the same procedures as for a debarment hearing.
- 5.10.7 The Contractor Hearing Board's proposed decision shall contain a recommendation on the request to reduce the period of debarment or terminate the debarment. The Contractor Hearing Board shall present its proposed decision and recommendation to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.
- 5.10.8 These terms shall also apply to proposed Lower Tier Subrecipients (that is, "Subcontractors") of Proposers on County of Los Angeles contracts.
- 5.10.9 Appendix H (Listing of Contractors Debarred in Los Angeles County) provides a link to the County of Los Angeles' website where there is a listing of subrecipients (that is, "contractors") that are currently on

the debarment list for the County of Los Angeles.

5.11 Adherence to County's Child Support Compliance Program

5.11.1 Proposer shall fully comply with all applicable State and Federal reporting requirements relating to employment reporting for its employees and all lawfully served Wage and Earnings Assignment Orders and Notice of Assignment, and shall continue to maintain such compliance during the term of the Subaward (that is, "Contract") that may be awarded pursuant to this solicitation. Failure to comply may be cause for termination of the Contract or initiation of debarment proceedings against the non-compliant Contractor in accordance with Los Angeles County Code Chapter 2.202 (Determinations of Contractor Non-Responsibility and Contractor Debarment)).

5.12 Gratuities

5.12.1 Attempt to Secure Favorable Treatment

5.12.1.1 It is improper for any County officer, employee, or agent to solicit consideration, in any form, from Proposer with the implication, suggestion, or statement that Proposer's provision of the consideration may secure more favorable treatment for Proposer in the award of the Subaward (that is, "Contract") or that Proposer's failure to provide such consideration may negatively affect County's consideration of Proposer's submission. Proposer shall not offer or give either directly or through an intermediary, consideration, in any form, to a County officer, employee, or agent for the purpose of securing favorable treatment with respect to the award of the Contract.

5.12.2 Form of Improper Consideration

5.12.2.1 Among other items, such improper consideration may take the form of cash, discounts, services, the provision of travel or entertainment, or tangible gifts.

5.12.3 Proposer Notification to County

5.12.3.1 Proposer shall immediately report any attempt by a County officer, employee, or agent to solicit such improper consideration. The report shall be made either to the County manager charged with the supervision of the employee or to the County of Los Angeles Auditor-Controller's Employee Fraud Hotline at (800) 544-6861. Failure to report such improper

consideration may result in Proposer's submission being eliminated from consideration.

5.13 Notice to Proposers Regarding the County Lobbyist Ordinance

5.13.1 The Board of Supervisors has enacted an ordinance regulating the activities of persons who lobby County officials. This ordinance, referred to as the "Lobbyist Ordinance", defines a County Lobbyist and imposes certain registration requirements upon individuals meeting the definition. The complete text of the ordinance can be found in Los Angeles County Code Chapter 2.160 (County Lobbyists). In effect, each person, corporation, or other entity that seeks a County permit, license, franchise, or subaward (that is, "contract") must certify compliance with the ordinance. As part of this solicitation process, it will be the responsibility of Proposer to review the ordinance independently as the text of said ordinance is not contained within this RFP. Thereafter, each person, corporation, or other entity submitting a response to this solicitation, must certify that each County Lobbyist, as defined by Los Angeles County Code Section 2.160.010, retained by Proposer is in full compliance with Los Angeles County Code Chapter 2.160 (County Lobbyists) and each such County of Los Angeles Lobbyist is not on the Executive Office's List of Terminated Registered Lobbyists by completing Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 6 (Familiarity with County's Lobbyist Ordinance Certification) and submitting it as part of the proposal.

5.14 Federal Earned Income Credit

5.14.1 Subrecipient (that is, "Contractor") shall notify its Employees, and shall require each Lower Tier Subrecipient (that is, "Subcontractor") to notify its employees, that they may be eligible for the Federal Earned Income Credit under the Federal income tax laws. Such notice shall be provided in accordance with the requirements set forth in Appendix I (Internal Revenue Service Notice 1015).

5.15 Consideration of GAIN/GROW Participants for Employment

5.15.1 As a threshold requirement for consideration for Subaward (that is, "Contract") award, Proposer shall demonstrate a proven record of hiring participants in the County of Los Angeles Department of Public Social Services Greater Avenues for Independence (GAIN) Program or General Relief Opportunities for Work (GROW) Program or shall attest to a willingness to consider GAIN/GROW participants for any future employment openings if the participants meet the minimum qualifications for that opening. Proposer shall attest to a willingness to provide employed GAIN/GROW participants access to Proposer's employee mentoring program, if available, to assist these individuals in obtaining permanent employment and/or promotional opportunities.

5.15.2 Proposer who is unable to meet this requirement shall not be considered for Contract award. Proposer shall complete Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 9 (Attestation of Willingness to Consider GAIN/GROW Participants) and submit it as part of the proposal.

5.16 Recycled Bond Paper

5.16.1 Proposer shall be required to comply with County's policy on recycled bond paper as specified in Appendix A (Sample Subaward), Subparagraph 8.39 (Recycled Bond Paper).

5.17 Safely Surrendered Baby Law

5.17.1 Subrecipient (that is, "Contractor") shall notify and provide to its Employees, and shall require each Lower Tier Subrecipient (that is, "Subcontractor") to notify and provide to its employees information regarding the Safely Surrendered Baby Law, its implementation in Los Angeles County, and where and how to safely surrender a baby. The information is set forth in Appendix J (Safely Surrendered Baby Law) and additional information is available on-line at www.babysafela.org.

5.18 Jury Service Program

5.18.1 The resulting Subaward (that is, "Contract") is subject to the requirements of County's Contractor Employee Jury Service Ordinance (Jury Service Program), Los Angeles County Code Chapter 2.203 (Contractor Employee Jury Service). Proposer shall carefully read the Jury Service Ordinance in Appendix G (Jury Service Ordinance), and Appendix A (Sample Subaward), Subparagraph 8.8 (Compliance with County's Jury Service Program), both of which are incorporated by reference into and made a part of this RFP. The Jury Service Program applies to both Subrecipient (that is, "Contractor") and its Lower Tier Subrecipient(s) (that is, "Subcontractor(s)"). Proposals that fail to comply with the requirements of the Jury Service Program will be considered non-responsive and excluded from further consideration.

5.18.2 The Jury Service Program requires Contractor and its Subcontractor(s) to have and adhere to a written policy that provides that its employees shall receive from Contractor, on an annual basis, no less than five (5) days of regular pay for actual jury service. The policy may provide that employees deposit any fees received for such jury service with Contractor or that Contractor deduct from the employee's regular pay the fees received for jury service. For purposes of the Jury Service Program, "employee" means any California resident who is a full-time employee of Contractor and "full-time" means forty (40) hours or more worked per week, or a lesser

number of hours if: 1) the lesser number is a recognized industry standard as determined by County, or 2) Contractor has a long-standing practice that defines the lesser number of hours as full-time. Therefore, the Jury Service Program applies to all of a Contractor's full-time California employees, even those not working specifically on the County project. Full-time employees providing short-term, temporary services of ninety (90) days or less within a twelve (12) month period are not considered full-time for purposes of the Jury Service Program.

5.18.3 There are two (2) ways in which Contractor might not be subject to the Jury Service Program. The first is if Contractor does not fall within the Jury Service Program's definition of "contractor". The Jury Service Program defines "contractor" to mean a person, partnership, corporation, or other entity which has a contract with County or a Subcontract with a County contractor and has received or will receive an aggregate sum of fifty thousand dollars (\$50,000) or more in any twelve (12) month period under one (1) or more County contracts or subcontracts. The second is if Contractor meets one of the two exceptions to the Jury Service Program. The first exception concerns small businesses and applies to Contractor that: 1) has ten (10) or fewer employees; 2) has annual gross revenues in the preceding twelve (12) months which, if added to the Maximum Annual Subaward Sum of the Contract, is less than five hundred thousand dollars (\$500,000); and, 3) is not an "affiliate or subsidiary of a business dominant in its field of operation". The second exception applies to Contractor that possesses a collective bargaining agreement that expressly supersedes the provisions of the Jury Service Program. Contractor is subject to any provision of the Jury Service Program not expressly superseded by the collective bargaining agreement.

5.18.4 If Proposer does not fall within the Jury Service Program's definition of "contractor" or if it meets any of the exceptions to the Jury Service Program then Proposer must so indicate when completing Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 10 (County of Los Angeles Contractor Employee Jury Service Program Certification and Application for Exception), and include with its submission all necessary documentation to support the claim such as tax returns or a collective bargaining agreement, if applicable. Upon reviewing Proposer's application, County will determine, in its sole discretion, whether Proposer falls within the definition of "contractor" or meets any of the exceptions to the Jury Service Program. County's decision will be final.

5.19 Intentionally Omitted

5.20 Notification to County of Pending Acquisitions/Mergers by Proposer

5.20.1 Proposer shall notify County of any pending acquisitions/mergers of its company unless otherwise legally prohibited from doing so. If Proposer is restricted from legally notifying County of pending acquisitions/mergers then it should notify County of the actual acquisitions/mergers as soon as the law allows and provide to County the legal framework that restricted it from notifying County prior to the actual acquisitions/mergers. This information shall be provided by Proposer on Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 1 (Proposer's Organization Questionnaire, Affidavit, and Community Business Enterprise Information). Failure of Proposer to provide this information may eliminate its proposal from any further consideration.

5.20.2 Proposer shall have a continuing obligation to notify County of changes to the information contained in Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 1 (Proposer's Organization Questionnaire, Affidavit and Community Business Enterprise Information) prior to the granting of the Subaward by providing a revised Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 1 (Proposer's Organization Questionnaire, Affidavit, and Community Business Enterprise Information) to County upon the occurrence of any event giving rise to a change in its previously-reported information.

5.21 Proposer's Charitable Contributions Compliance

5.21.1 California's Supervision of Trustees and Fundraisers for Charitable Purposes Act (Charitable Purposes Act) regulates receiving and raising charitable contributions. Among other requirements, those subject to the Charitable Purposes Act must register and adhere to reporting requirements. The 2004 Nonprofit Integrity Act (Senate Bill 1262, Chapter 919) increased Charitable Purposes Act requirements. Proposer shall carefully read Appendix M (Background and Resources - California Charities Regulation). New rules cover California public benefit corporations, unincorporated associations, and trustee entities and may include similar foreign corporations doing business or holding property in California. Key Nonprofit Integrity Act requirements affect executive compensation, fundraising practices and documentation. Charities with over \$2 million of revenues (excluding funds that must be accounted for to a governmental entity) have new audit requirements.

5.21.2 Proposer must determine if it receives or raises charitable contributions which subject it to the Charitable Purposes Act and

shall complete Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 11 (Charitable Contributions Certification). Further, a completed Appendix A (Sample Subaward), Exhibit O (Charitable Contributions Certification) is a required part of the Subaward (that is, "Contract").

5.21.3 In Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 11 (Charitable Contributions Certification), Proposer shall certify either that:

5.21.3.1 They have determined that they do not now receive or raise charitable contributions regulated under the California Charitable Purposes Act, including the Nonprofit Integrity Act, but will comply if they become subject to coverage of those laws during the term of the Contract, **or**

5.21.3.2 They are currently complying with their obligations under the Charitable Purposes Act, attaching a copy of their most recent filing with the Registry of Charitable Trusts.

5.21.4 Proposer who does not complete Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 11 (Charitable Contributions Certification) as part of the solicitation process may, in County's sole discretion, be disqualified from Contract award. Subrecipient (that is, "Contractor") that fails to comply with its obligations under the Charitable Purposes Act is subject to either Contract termination or debarment proceedings or both in accordance with Los Angeles County Code Chapter 2.202 (Determinations of Contractor Non-Responsibility and Contractor Debarment).

5.22 Defaulted Property Tax Reduction Program

5.22.1 The Subaward (that is "Contract") is subject to the requirements of County's Defaulted Property Tax Reduction Program (Defaulted Tax Program) as reflected in Los Angeles County Code Chapter 2.206 (Defaulted Property Tax Reduction Program). Proposer shall carefully read Appendix N (Defaulted Property Tax Reduction Program), and the pertinent provisions of the Appendix A (Sample Subaward), Subparagraph 8.51 (Warranty of Compliance with County's Defaulted Property Tax Reduction Program) and Subparagraph 8.52 (Termination for Breach of Warranty to Maintain Compliance with County's Defaulted Property Tax Reduction Program), both of which are incorporated by reference into and made a part of this solicitation. The Defaulted Tax Program applies to both Subrecipient (that is, "Contractor") and its Lower Tier Subrecipient(s) (that is, "Subcontractor(s)").

5.22.2 Proposer shall be required to certify that it is in full compliance with the provisions of the Defaulted Tax Program and shall maintain compliance during the term of the Contract that may be awarded pursuant to this solicitation or shall certify that it is exempt from the Defaulted Tax Program by completing Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 12 (Certification of Compliance with County's Defaulted Property Tax Reduction Program). Failure to maintain compliance, or to timely cure defects, may be cause for termination of a contract or initiation of debarment proceedings against the non-compliance contractor (Los Angeles County Code Chapter 2.202 (Determinations of Contractor Non-Responsibility and Contractor Debarment)).

5.22.3 Proposals that fail to comply with the certification requirements of the Defaulted Tax Program will be considered non-responsive and excluded from further consideration.

5.23 Time Off for Voting

5.23.1 Subrecipient (that is, "Contractor") shall notify its Employees and shall require each Lower Tier Subrecipient (that is, "Subcontractor") to notify and provide to its employees, information regarding the time off for voting law (Elections Code Section 14000). Not less than ten (10) days before every statewide election, Contractor and its Subcontractor(s) shall keep a notice setting forth the provisions of Elections Code Section 14000 posted conspicuously at the place of work, if practicable, or elsewhere where it can be seen as employees come or go to their place of work.

5.24 Proposer's Acknowledgement of County's Commitment to Zero Tolerance Policy on Human Trafficking

5.24.1 On October 4, 2016, the Board of Supervisors approved a motion taking significant steps to protect victims of human trafficking by establishing a zero tolerance policy on human trafficking. The policy prohibits Proposer engaged in human trafficking from receiving the Subaward (that is, "Contract") or performing Services under the Contract.

5.24.2 Proposer shall complete Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 13 (Compliance with County's Zero Tolerance Human Trafficking Policy), certifying that it is in full compliance with County's Zero Tolerance Policy on Human Trafficking provision as defined in Appendix A (Sample Subaward), Subparagraph 8.54 (Compliance with County's Zero Tolerance Human Trafficking Policy). Further, successful Proposer shall be required to comply with the requirements under said provision for the term of the Contract awarded pursuant to this solicitation.

5.25 Intentionally Omitted

5.26 Default Method of Payment: Direct Deposit or Electronic Funds Transfer

5.26.1 County, at its sole discretion, has determined that the most efficient and secure default form of payment for goods and/or services provided under an agreement/contract with County shall be Electronic Funds Transfer (EFT) or direct deposit, unless an alternative method of payment is deemed appropriate by the County of Los Angeles Auditor-Controller (Auditor-Controller).

5.26.2 Upon Subaward (that is, "Contract") award or at the request of the Auditor-Controller and/or the contracting department (WDACS), Subrecipient(that is, "Contractor") shall submit a direct deposit authorization request with banking and vendor information, and any other information that the Auditor-Controller determines is reasonably necessary to process the payment and comply with all accounting, record keeping, and tax reporting requirements.

5.26.3 Any provision of law, grant, or funding agreement requiring a specific form or method of payment other than EFT or direct deposit shall supersede this requirement with respect to those payments.

5.26.4 Upon Contract award or at any time during the duration of the agreement/Contract, Contractor may submit a written request for an exemption to this requirement. The Auditor-Controller, in consultation with the contracting department (WDACS), shall decide whether to approve exemption requests.

5.27 Proposer's Acknowledgement of County's Commitment to Fair Chance Employment Hiring Practices

5.27.1 On May 29, 2018, the Board of Supervisors approved a Fair Chance Employment Policy in an effort to remove job barriers for individuals with criminal records. The policy requires businesses that contract with the County of Los Angeles to comply with fair chance employment hiring practices set forth in California Government Code Section 12952, Employment Discrimination: Conviction History (Section 12952).

5.27.2 Subrecipient (that is, "Contractor") is required to complete Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 17 (Compliance with Fair Chance Employment Hiring Practices Certification), certifying that it is in full compliance with Section 12952, as indicated in Appendix A (Sample Subaward). Further, Contractor is required to comply with the requirements under Section 12952 for the term of any Subaward (that is, "Contract")

awarded pursuant to this solicitation.

5.28 SAM and DUNS Number

5.28.1 Upon selection to receive a Subaward, Subrecipient must register its DUNS number on the federal System for Award Management (SAM), which is accessible online at: <https://www.sam.gov>. Throughout the entirety of the Subaward, Subrecipient shall maintain an "Active" status in SAM. Subrecipient shall immediately update its profile and other relevant information as required in order for County to verify/validate Subrecipient's "Active" status.

5.29 Subaward Requirements for Payment and Performance Guaranties

5.29.1 Throughout the entire term of the Subaward, including the original term and any renewals or extensions thereto, County, at its sole discretion, reserves the right to require Subrecipient to provide a Payment Guaranty, a Performance Guaranty, or both in the amount and form as directed by County.

5.29.1.1 Payment Guaranty: Subrecipient's surety/guarantee to County that Subrecipient shall meet its obligations to faithfully pay its Lower Tier Subrecipient(s) in a manner that is timely, satisfactory, and acceptable to County, as determined by County at its sole discretion. The purpose of the Payment Guaranty is to provide all Lower Tier Subrecipients who supply labor, materials, services, etc. to Subrecipient a recourse if they do not get paid by Subrecipient. In such case, the Payment Guaranty allows Lower Tier Subrecipient to file a claim with the surety company that issued the Guaranty in the event that Subrecipient does not reimburse the Lower Tier Subrecipient for goods and/or services provided by Lower Tier Subrecipient.

5.29.1.2 Performance Guaranty: Subrecipient's surety/guarantee to County that Subrecipient shall meet its obligations to perform the terms and conditions of the Subaward. The purpose of the Performance Guaranty is to provide County a recourse to recover monies reimbursed to Subrecipient which would otherwise be lost due to Subrecipient's actions.

5.29.2 County will determine whether Subrecipient will be required to obtain a Guaranty(ies) when Subrecipient's performance under the Subaward reveals potential liability to County in an aggregate amount of \$25,000 or more resulting from, but not limited to, the following incidents: disallowed costs, unsubstantiated costs, non-payment of vendors, etc.

5.29.3 The costs to implement and maintain the Guaranty(ies) may be allowable under the terms of the Subaward; however, no additional funding will be added to the Subaward Sums to pay for those costs.

5.29.4 Refer to Appendix A (Sample Subaward), Subparagraph 9.19 (Payment and Performance Guaranties) for additional information on the requirements for these Guaranties.

6.0 COUNTY'S PREFERENCE PROGRAMS

6.1 Overview of County's Preference Programs

6.1.1 The Board of Supervisors encourages business participation in the County of Los Angeles' contracting process by continually streamlining and simplifying the selection process and expanding opportunities for these businesses to compete for these opportunities. In accordance with this approach, County has established the following three (3) preference programs: the Local Small Business Enterprise Preference Program, Social Enterprise Preference Program, and Disabled Veterans Business Enterprise Preference Program (collectively "Preference Programs"). The Preference Programs allow Proposer to receive a fifteen percent (15%) reduction from its proposed cost and such Preference shall not exceed \$150,000.

6.1.2 The Preference Programs require that Proposer must complete a certification process prior to requesting a preference in the solicitation. Additional information about these Preference Programs and how to obtain certification for each are further explained in Subparagraphs 6.2 (Local Small Business Enterprise Preference Program), 6.4 (Social Enterprise Preference Program), and 6.5 (Disabled Veteran Business Enterprise Preference Program) of this solicitation.

6.1.3 The Preference Programs' price or scoring preference shall not be combined with any other County preference program to exceed fifteen percent (15%) for any proposal submitted in response to this solicitation. County reserves the right to modify and/or cancel any of the Preference Programs at County's sole discretion and Proposer shall comply with County's final decision.

6.1.4 Sanctions and financial penalties may apply to Proposer that knowingly, and with intent to defraud, seeks to obtain or maintain certification as a Local Small Business Enterprise vendor, Social Enterprise vendor, and/or Disabled Veterans Business Enterprise vendor when Proposer is not qualified for such certification.

6.1.5 Contracting with Small Businesses

- 6.1.5.1 County's Policy on Doing Business with Small Business is included in Appendix F (County of Los Angeles Policy on Doing Business with Small Business).

6.2 Local Small Business Enterprise Preference Program

- 6.2.1 County will give Local Small Business Enterprise (LSBE) Preference during this solicitation process to Proposer that meets the definition of a LSBE, consistent with Los Angeles County Code Chapter 2.204.030C.2.

- 6.2.2 Proposer may request the LSBE Preference in this solicitation when Proposer meets all of the following conditions: 1) Proposer shall meet at least one (1) of the certification requirements outlined in Subparagraphs 6.2.2.1 – 6.2.2.2; and, 2) Proposer shall meet the certification requirement outlined in Subparagraph 6.2.2.3.

- 6.2.2.1 Proposer is certified as meeting the Federal small business criteria for the number of employees and/or revenue as defined by the U.S. Small Business Administration (SBA).

- 6.2.2.2 Proposer is certified as maintaining an active registration as a small business on the Federal System for Award Management (SAM) database. Refer to the following website for additional information about registration in SAM: <https://www.sam.gov>.

- 6.2.2.3 Proposer is certified as an LSBE vendor by the County of Los Angeles Department of Consumer and Business Affairs (DCBA). To apply for certification, Proposer shall visit DCBA's website using the following link: <http://dcba.lacounty.gov>.

- 6.2.3 To request the LSBE Preference on the solicitation, Proposer shall:

- 6.2.3.1 Obtain LSBE certification from DCBA.

- 6.2.3.2 Upon receipt of a letter of certification and affirmation from DCBA, Proposer shall complete Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 7 (Request for Preference Program Consideration). Proposer shall submit the completed Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 7 (Request for Preference Program Consideration) and its certification letter from DCBA with its proposal (i.e., LSBE vendors may only request the LSBE Preference after the

certification process has been completed and certification is affirmed by DCBA).

6.3 Local Small Business Enterprise Prompt Payment Program

- 6.3.1 It is the intent of County that certified LSBEs receive prompt payment for Program Services provided to County. Prompt payment shall mean that County will process an undisputed invoice within fifteen (15) calendar days after receipt of such invoice.

6.4 Social Enterprise Preference Program

- 6.4.1 County will give Social Enterprise (SE) Preference during this solicitation process to Proposer that meets the definition of a SE vendor, consistent with Los Angeles County Code Chapter 2.205 (Transitional Job Opportunities Preference Program).

- 6.4.2 Proposer may request the SE Preference in this solicitation when Proposer meets all of the following conditions:

- 6.4.2.1 Proposer has been in operation for at least one (1) year providing transitional or permanent employment to a Transitional Workforce (defined as those under-employed or hard-to-employ persons that may be homeless or formerly incarcerated, and/or, those who either have not worked for an extended period of time or face significant barriers to employment) or providing social, environmental, and/or human justice services.

- 6.4.2.2 Proposer is certified as an SE vendor by DCBA. To apply for certification, Proposer shall visit DCBA's website using the following link: <http://dcba.lacounty.gov>.

- 6.4.3 To request the SE preference on the solicitation, Proposer shall:

- 6.4.3.1 Obtain SE certification from DCBA.

- 6.4.3.2 Upon receipt of a letter of certification and affirmation from DCBA, Proposer shall complete Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 7 (Request for Preference Program Consideration). Proposer shall submit the completed Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 7 (Request for Preference Program Consideration) and its certification letter from DCBA with its proposal (i.e., SE vendors may only request the SE Preference after the certification process has been completed and certification is affirmed by DCBA).

6.5 Disabled Veteran Business Enterprise Preference Program

- 6.5.1 County will give Disabled Veteran Business Enterprise (DVBE) Preference during this solicitation process to Proposer that meets the definition of a DVBE vendor, consistent with Los Angeles County Code Chapter 2.211 (Disabled Veteran Business Enterprise Preference Program).
- 6.5.2 Proposer may request the DVBE Preference in this solicitation when Proposer meets all of the following conditions: 1) Proposer shall meet at least one (1) of the criteria outlined in Subparagraphs 6.5.2.1 – 6.5.2.3; and, 2) Proposer shall meet the criteria outlined in Subparagraph 6.5.2.4.
 - 6.5.2.1 Proposer is certified by the State of California Department of General Services (DGS), Procurement Division (PD), Office of Small Business and DVBE Services (OSDS) as a DVBE vendor.
 - 6.5.2.2 Proposer is certified as a service-disabled veteran-owned small business by U.S. Department of Veterans Affairs.
 - 6.5.2.3 Proposer is certified as a DVBE vendor by other certifying agencies pursuant to DCBA's inclusion policy that meets the criteria set forth by the agencies in Subparagraphs 6.5.2.1 and 6.5.2.2.
 - 6.5.2.4 Proposer is certified as a DVBE vendor by DCBA. To apply for certification, Proposer shall visit DCBA's website using the following link: <http://dcba.lacounty.gov>.
- 6.5.3 To request the DVBE preference on the solicitation, Proposer shall:
 - 6.5.3.1 Obtain DVBE certification from DCBA.
 - 6.5.3.2 Upon receipt of a letter of certification and affirmation from DCBA, Proposer shall complete Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 7 (Request for Preference Program Consideration). Proposer shall submit the completed Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 7 (Request for Preference Program Consideration) and its certification letter from DCBA with its proposal (i.e., DVBE vendors may only request the DVBE Preference after the certification process has been completed and certification is affirmed by DCBA).

6.5.4 Information about the State's DVBE certification regulations is found in Title 2 California Code of Regulations Subchapter 8, Section 1896 et seq., and is also available on the State of California DGS PD OSDS website (<http://www.pd.dgs.ca.gov/>).

6.5.5 Information for the Department of Veteran Affairs' SDVOSB certification regulations is found in Title 38 Code of Federal Regulations Part 74 and is also available on the Department of Veterans Affairs website (<http://www.vetbiz.gov/>).

7.0 PROPOSAL SUBMISSION REQUIREMENTS

7.1 Proposal Submission Information

7.1.1 This Section 7.0 contains key project dates and activities as well as instructions to Proposer on how to prepare and submit the proposal.

7.2 Truth and Accuracy of Representations

7.2.1 False, misleading, incomplete, or deceptively unresponsive statements in connection with a proposal shall be sufficient cause for rejection of the proposal. The evaluation and determination in this area shall be at County's sole judgment and this judgment shall be final.

7.3 RFP Timetable

Activity	Date and Time (Pacific Time (PT))
Release RFP	03/15/2019
Proposer's Written Questions	03/22/2019 12:00 p.m. (noon)
Request for a Solicitation Requirements Review	03/29/2019 12:00 p.m. (noon) PT
Mandatory Proposers' Conference	03/29/2019 10:00 a.m. PT
Notice of Intent to Submit Proposal	04/01/2019 12:00 p.m. (noon) PT
Final Questions and Answers Released (Tentative)	04/04/2019

Activity	Date and Time (Pacific Time (PT))
Final Proposal Due Date and Time	04/15/2019 12:00 p.m. (noon) PT
Completion of Evaluation/Proposal Review (Tentative)	04/22/2019
Request for Disqualification Review (Tentative)	04/26/2019 12:00 p.m. (noon) PT
Announcement of Award (Tentative)	04/29/2019
Receive Letter of Intent from Prospective Subrecipient (Tentative)	05/01/2019
Request for Proposed Contractor Selection Review (Tentative)	05/01/2019 12:00 p.m. (noon) PT
Request for County Independent Review (Tentative)	05/07/2019 12:00 p.m. (noon) PT
Effective Date to Commence Subaward Services	07/01/2019

7.4 Solicitation Requirements Review

7.4.1 Any person or entity may seek a Solicitation Requirements Review by completing Appendix E (Request for Proposals Transmittal to Request a Solicitation Requirements Review) and submitting it to County as described in this Subparagraph 7.4. A request for a Solicitation Requirements Review may be denied, at County's sole discretion, if the request does not satisfy all of the following criteria:

7.4.1.1 The request for a Solicitation Requirements Review is made by the due date and time indicated in Subparagraph 7.3 (RFP Timeline).

7.4.1.2 The request for a Solicitation Requirements Review includes documentation, which demonstrates the underlying ability of the person or entity to submit a proposal.

7.4.1.3 The request for a Solicitation Requirements Review itemizes in appropriate detail, each matter contested and factual reasons for the requested review.

- 7.4.1.4 The request for a Solicitation Requirements Review asserts either that:
- 7.4.1.4.1 Application of the Minimum Requirements, evaluation/review criteria, and/or business requirements unfairly disadvantages the person or entity; or,
 - 7.4.1.4.2 Due to unclear instructions, the procurement process may result in County not receiving the best possible responses from prospective Proposer.
- 7.4.1.5 The Solicitation Requirements Review shall be completed and County's determination shall be provided to the requesting person or entity, in writing, within a reasonable time prior to the final proposal due date and time.

7.5 Proposer's Questions

- 7.5.1 Each Proposer may submit written questions regarding this RFP by mail or e-mail to County as identified in Subparagraph 7.5.3. All questions must be received by Friday, March 22, 2019 no later than 12:00 p.m. (noon) PT and must be in writing. Without identifying the submitting company, all questions along with their corresponding answers will be compiled into a question and answer document (Q & A). The Q & A document will be issued as an addendum to the RFP and provided to each individual whose name and contact information is legibly provided on the Mandatory Proposers' Conference attendance records.
- 7.5.2 When submitting questions, please specify the document name/title (i.e., solicitation document, Appendix A (Sample Subaward), Appendix B (Statement of Work), etc.), the Paragraph/Subparagraph number and its title, and the page number(s), and quote the passage that prompted the question. This will ensure that the question can be quickly identified in this RFP. County reserves the right to group similar questions when providing answers on the Q & A document.
- 7.5.3 Questions may address Proposer's concerns that the application of the Minimum Qualifications, evaluation/review criteria, and/or business requirements would unfairly disadvantage Proposers or, due to unclear instructions, the procurement process may result in County not receiving the best possible responses from Proposer. All questions shall be submitted in writing to County by either e-mail or mail as follows (please use only one (1) of these methods to send questions):

E-mail

aaarfp@wdacs.lacounty.gov

Postal and Delivery Address:

County of Los Angeles
Workforce Development, Aging and Community Services
Contracts Management Division
Attention: AAA-SSP-1920 RFP
3175 West 6th Street
Los Angeles, CA 90020-1708

- 7.5.4 Questions shall only be directed to County in the manner and during the Q & A timeframe which are indicated in this Subparagraph 7.5. Contacting any of County's staff (by phone, e-mail, etc.) in relation to this solicitation in addition to contacting County outside of the Q & A timeframe are strictly prohibited. Any deviation from the manner in which Proposer may contact County as specified herein may subject Proposer's proposal to disqualification from the solicitation process.

7.6 Intentionally Omitted

7.7 Mandatory Proposers' Conference

- 7.7.1 A Mandatory Proposers' Conference (Conference) will be held to discuss the RFP. During this Conference, County staff will respond to questions from prospective Proposers. All potential Proposers must attend this Conference in order to submit a proposal otherwise their proposals will be rejected as non-responsive (disqualified) without review and eliminated from further consideration. The Conference is scheduled as follows:

Date and Time:

Friday, March 29, 2019
10:00 a.m. – 12:00 p.m. (noon) (PT) (or until all questions have been addressed, whichever occurs first)

Location:

County of Los Angeles
Workforce Development, Aging and Community Services
3175 West 6th Street

Board Room 105
Los Angeles, CA 90020-1708

- 7.7.2 The Conference will begin promptly at 10:00 a.m. (PT) and will conclude at either 12:00 p.m. (noon) (PT) or once all questions have been addressed, whichever occurs first. Prospective Proposers are advised to arrive timely to ensure that they can participate in the Conference. Once the Conference has concluded, late arrivals will not be allowed.
- 7.7.3 To ensure that sufficient space is available at the Conference, prospective Proposers shall confirm their attendance by sending an e-mail to County no later than Wednesday, March 27, 2019 by 5:00 p.m. (PT) using the following e-mail address: aaarfp@wdacs.lacounty.gov. Include the following statement in the subject line of the e-mail: Attendance for Mandatory SSP Proposers' Conference. Please note that due to space restrictions, a maximum of two (2) individuals from each organization will be allowed to attend this Conference. In the event that sufficient space is not available to accommodate all prospective Proposers, County may add an additional date and/or time for the Conference. County will notify those interested Proposers who have submitted their written confirmation of attendance if an additional date and/or time is being added.
- 7.7.4 Free parking for the Conference is available on a first-come first-served basis in the Shatto Place parking facility located at 523 Shatto Place, Los Angeles, CA 90020. To park in this facility, please send a written request by e-mail no later than Wednesday, March 27, 2019 by 5:00 p.m. (PT) to the following address: aaarfp@wdacs.lacounty.gov. Please include the following information in the subject line of the e-mail: Parking for SSP Mandatory Proposers' Conference. Also note that metered parking is available within walking distance in the surrounding areas.
- 7.7.5 Copies of the RFP will not be distributed at the Conference. As such, prospective Proposers are encouraged to bring a copy of the RFP to the Conference. The RFP will only be available online and may be accessed on County's website as follows: <https://wdacs.lacounty.gov/doing-business-with-wdacs/rfp/>.

7.8 Preparation of the Proposal

- 7.8.1 Proposer may submit a proposal to provide any combination of the six (6) Service Categories (including Case Management, Homemaker, Personal Care, Respite Care, Alzheimer's Day Care Services, and Registry) within any portion of a Supervisorial District.

There are five (5) Supervisorial Districts within Los Angeles County; the proposal shall not include Program Services for the City of Los Angeles. Without exception, only one (1) proposal shall be submitted for a Supervisorial District (i.e., each proposal shall be prepared specifically for one (1) of the five (5) Supervisorial Districts and the proposal shall not be combined for multiple Supervisorial Districts). Proposer may only submit a maximum of three (3) separate proposals, one for each Supervisorial District it intends to provide services within. Proposer shall ensure that it addresses all of the elements that are required to be included in each proposal and submits each proposal by the final proposal due date and time.

7.8.2 A proposal is comprised of two (2) components: Business Component and Cost Component. Such proposal must be bound and submitted in the prescribed proposal format. Any proposal that deviates from this format may be rejected without review at County's sole discretion.

7.8.2.1 Proposer shall submit one (1) original hardcopy proposal (containing the information described in Subparagraph 7.9 (Proposal Format – Business Component) and Subparagraph 7.10 (Proposal Format – Cost Component)) that is secured in a 3-ring binder. The original hardcopy proposal shall include the original wet signatures of Proposer's Authorized Representative (the individual who is authorized to sign legally binding documents on behalf of Proposer's organization where such authorization has been decreed through organization's board resolution or other authorizing document (Authorization Warranty) on each applicable form. Proposer shall also submit four (4) duplicate hardcopies of the proposal, each of which shall also be secured in a 3-ring binder.

7.8.2.2 In addition to submitting the hardcopy proposals, Proposer shall also submit two (2) electronic versions of the proposal. Each of the two (2) electronic versions of the proposal shall be a clearly legible and exact copy of the proposal which shall be saved on a thumb drives, flash drives, etc. (i.e., submit two (2) thumb/flash drives, each containing the full proposal). The electronic version of the proposal shall be in the form of PDF/scanned documents; Word or Excel versions of these documents are not acceptable. It is imperative that Proposer ensures that the electronic version of the proposal is an exact replica of the original hardcopy proposal (i.e., no pages shall be missing or misplaced, etc.). Proposer shall also ensure that its storage

medium (i.e., thumb drives, flash drives, etc.) is fully operational and is not corrupted. Proposer shall bear all responsibility when County uses/relies on the electronic versions of the proposal to complete the evaluation process. When County determines that information or documentation is missing from the electronic version of the proposal which County uses in the evaluation and that information is subsequently discovered in the hardcopy proposal, County may at its sole discretion deem that the proposal is non-responsive and reject it.

7.8.3 The proposal shall be typed using 12 point Arial font and the hardcopies shall be printed on 8 ½" by 11" paper, with 1" margins on each side. Each narrative paragraph shall be single-spaced between each line and double-spaced between paragraphs. Include information in footers to identify each page; this information shall include Proposer's name, page number, and RFP title. Attachments such as charts, maps, reports, etc. that Proposer uses to address or support any narrative response do not need to be labeled with this footer information; however, each attachment shall be clearly labeled/identified.

7.8.4 Proposer shall identify every response in the proposal by using one (1) of the following methods:

7.8.4.1 Method 1 (for Sections only): Section [Section letter] (Section title) Page [number] (e.g., Section A (Organization Questionnaire, Affidavit, and Community Business Enterprise Information) Page 1).

7.8.4.2 Method 2 (for Sections with Subsections): Section [Section letter] (Section title), Subsection [Subsection letter] (Subsection title) Page [number] (e.g., Section C (Proposer's Qualifications), Subsection C.1 (Proposer's Background and Experience - References) Page 5).

7.8.5 Each Section and Subsection of the proposal shall be tabbed and clearly identified in the table of contents and shall follow the order specified in Subparagraph 7.9 (Proposal Format – Business Component) and Subparagraph 7.10 (Proposal Format – Cost Component)). All attachments must be inserted immediately after the Section/Subsection to which Proposer is responding. Each attachment shall be clearly labeled/identified.

7.8.6 All forms that are required to be submitted in the proposal and require a signature, shall be signed by Proposer's Authorized Representative (the individual who is authorized to sign legally

binding documents on behalf of Proposer's organization where such authorization has been decreed through organization's board resolution or other authorizing document).

7.8.7 Page Limitations

7.8.7.1 The combined narrative responses for the proposal (including both the Business Component and the Cost Component) shall not exceed a total of twenty (20) single-sided pages (i.e., Proposer's narrative responses to the Business Component and Cost Component shall not exceed twenty (20) single-sided pages). This page limit does not apply to exhibits, attachments, the cover page, and the table of contents (e.g., attachments are not counted toward the 20-page limit).

7.8.8 Any proposal that deviates from the format prescribed in this Subparagraph 7.8 may be deemed as non-responsive and may be rejected without further review at County's sole discretion.

7.9 Proposal Format – Business Component

7.9.1 When preparing the proposal, the first component shall start with the Business Component. Follow the format described in this Subparagraph 7.9. The content and sequence of the Business Component shall be as follows:

7.9.1.1 Cover Page

7.9.1.2 Table of Contents

7.9.1.3 Section A (Organization Questionnaire, Affidavit, and Community Business Enterprise Information)

7.9.1.4 Section B (Executive Summary)

7.9.1.5 Section C (Proposer's Qualifications)

7.9.1.6 Section D (Proposer's Approach to Provide Required Services)

7.9.1.7 Section E (Quality Control Plan)

7.9.1.8 Section F (Proposer's Green Initiatives)

7.9.1.9 Section G (Required Forms)

7.9.2 Cover Page

- 7.9.2.1 Identify this part of the proposal as the Business Component and include the RFP title, RFP number, and Proposer's name.

7.9.3 Table of Contents

- 7.9.3.1 The table of contents must be a comprehensive and sequential listing of the material included in the proposal. This listing must present a clear definition of the material, identified by sequential page numbers and by Section and Subsection reference numbers. Use one of the following methods when preparing the table of contents:

7.9.3.1.1 Method 1 (for Sections only): Section [Section letter] (Section title) Page [number] (e.g., Section A (Organization Questionnaire, Affidavit, and Community Business Enterprise Information) Page 1).

7.9.3.1.2 Method 2 (for Sections with Subsections): Section [Section letter] (Section title), Subsection [Subsection letter] (Subsection title) Page [number] (e.g., Section C (Proposer's Qualifications), Subsection C.1 (Proposer's Background and Experience - References) Page 5).

7.9.4 Section A (Organization Questionnaire, Affidavit, and Community Business Enterprise Information)

- 7.9.4.1 Proposer shall complete, sign, and date Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 1 (Proposer's Organization Questionnaire, Affidavit, and Community Business Enterprise Information) and submit it along with its Authorization Warranty (as described in Subparagraph 7.9.4.2 (Authorization Warranty)) in Section A of the Business Component. By signing Exhibit 1, Authorized Representative warrants that he/she is authorized to sign on behalf of Proposer, has actual authority to bind Proposer to each and every term, condition, and obligation of this solicitation, bind Proposer in the Subaward (if awarded), and that all requirements have been fulfilled to provide such actual authority. County will review and verify/validate the information contained therein including (but not limited to) the elements noted

in this Subparagraph 7.9.4.

7.9.4.2 Authorization Warranty

7.9.4.2.1 The Authorization Warranty shall take the form of a current, valid, adopted/approved resolution, order, motion, or letter (on Proposer organization's official letterhead) from Proposer's governing body (e.g., Board of Directors, City Council, etc.)).

7.9.4.2.2 Such Authorization Warranty shall minimally include: a reference to this RFP; authorize submission of the proposal on behalf of Proposer's organization in response to this RFP; and, indicate the person(s) who is authorized to sign the proposal, bind Proposer to the Subaward (and any amendments or addendums thereto), if awarded, and approve and accept Subaward funds on behalf of Proposer's organization.

7.9.4.2.3 County will review the Authorization Warranty that is provided with Exhibit 1. An Authorization Warranty that does not conform to the requirements noted above may subject the proposal to rejection.

7.9.4.3 DUNS Number

7.9.4.3.1 Proposer must have a Data Universal Numbering System (DUNS) Number in order to submit a proposal. Proposer shall provide this information when completing Appendix D (Required Forms and Documentation), Part I (Required Forms), Attachment 1 (Proposer's Organization Questionnaire, Affidavit, and Community Business Enterprise Information). If Proposer does not have a DUNS number, please register for this number at: <http://www.dnb.com/duns-number.html>. Upon completion, Proposer shall provide documentation (e.g., print screen, confirmation, etc.) of its registration for the DUNS as an

attachment to Appendix D (Required Forms and Documentation), Part I (Required Forms), Attachment 1 (Proposer's Organization Questionnaire, Affidavit, and Community Business Enterprise Information).

7.9.4.3.2 County will verify Proposer's DUNS Number/DUNS Number registration information. If the information is not verifiable, County may reject the proposal.

7.9.4.4 Debarment

7.9.4.4.1 Proposer shall not be debarred, or equivalent prohibition on doing business with Proposer, by any government agency.

7.9.4.4.2 County will verify debarment history and/or other similar prohibitions. County may reject proposal based on the outcome of this verification.

7.9.4.5 Experience

7.9.4.5.1 Proposer shall have five (5) consecutive years of experience, obtained within the last seven (7) years (between 2011 – 2018), providing the specific SSP Services (identified as Service Categories, which include Case Management, Homemaker, Personal Care, Respite Care, Alzheimer's Day Care Services, and Registry Services) or services which are equivalent or substantially similar to these Program Services/Service Categories for which Proposer is applying, which are further outlined in Appendix B (Statement of Work).

7.9.4.5.2 County will review Proposer's narrative response provided in Subparagraph 7.9.5 (Section B (Executive Summary – Experience and Qualifications)). County may reject the proposal based on the responses noted therein.

7.9.4.6 **Organizational Business Structure**

7.9.4.6.1 Proposer's organizational business structure (i.e., corporation, public/government entity, joint powers agency, etc.) must be supported by the information identified in this Subparagraph 7.9.4.7.

7.9.4.6.2 **Corporation:** The information reflected in Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 1 (Proposer's Organization Questionnaire, Affidavit, and Community Business Enterprise Information) will be reviewed by County to validate organization's business structure.

7.9.4.6.3 **Public/Government Entity (Political Subdivision of the State):** Provide an abbreviated version of the entity's Charter or other record of similar import by an authorized public official of the jurisdiction under which the entity is organized. When providing the abbreviated Charter, such copy shall minimally include the cover page with entity's seal, and entity's name, governing/legal authority, and its nature and powers. Alternatively if the Charter is available online, provide the exact web address where it can be accessed electronically by County.

7.9.4.6.4 **Joint Powers Agency:** Provide the notice of Joint Powers Agreement (a conformed copy of the most recent filing along with the joint powers agreement and any amendments thereto with the Secretary of State or equivalent office for the state in which Proposer's organization is incorporated/organized) or other record of similar import by an authorized public official of the jurisdiction under which the entity is organized. Alternatively if this information is available online, provide

the exact web address where it can be accessed electronically by County.

- 7.9.4.6.5 County will review Proposer's organizational support information/documents. County may reject the proposal based on the responses noted therein.

7.9.4.7 Unresolved Disallowed Costs with County Contract(s)

- 7.9.4.7.1 When Proposer's compliance with a County contract has been reviewed by the County of Los Angeles Auditor-Controller within the last ten (10) years, Proposer must not have unresolved disallowed costs identified by the County of Los Angeles Auditor-Controller, in an amount over \$100,000.00, that are confirmed to be disallowed costs by the contracting County department (WDACS), and remain unpaid for six (6) months or more from the date of disallowance, unless such disallowed costs are the subject of current good faith negotiations to resolve the disallowed costs, in the opinion of County.

- 7.9.4.7.2 County will verify Proposer's history of compliance in this area. County may reject proposal based on the outcome of this verification.

7.9.4.8 Cost Allocation Plan

- 7.9.4.8.1 Proposer shall provide a cost allocation plan narrative, which describes Proposer's method for allocating shared costs where such method adheres to the requirements outlined in the following: Appendix A (Sample Contract), Exhibit Q (Accounting, Administration and Reporting Requirements); and, Appendix P (Cost Allocation and Indirect Cost Requirements). This narrative must demonstrate Proposer's ability to allocate costs if followed. Proposer shall submit the cost allocation plan narrative

as part of Section A of the Business Component. Limit narrative response to one (1) page.

7.9.4.8.2 If Proposer is awarded a Subaward, Proposer's cost allocation plan narrative, which is submitted in response to this solicitation, shall be used as the basis for developing and implementing the final cost allocation plan as required under the Subaward.

7.9.4.8.3 County will review Proposer's cost allocation plan narrative. County may reject the proposal based on the outcome of this review.

7.9.5 Section B (Executive Summary – Experience and Qualifications)

7.9.5.1 Proposer shall prepare an executive summary, which condenses and highlights the contents of the proposal. This summary shall provide County with a broad understanding of Proposer's experience and qualifications providing the specific SSP Services (identified as Service Categories, which include Case Management, Homemaker, Personal Care, Respite Care, Alzheimer's Day Care Services, and Registry Services) or services which are equivalent or substantially similar to these Program Services/Service Categories for which Proposer is applying, which are further outlined in Appendix B (Statement of Work). Limit narrative response to one (1) page. Proposer shall submit its narrative response as part of Section B of the Business Component.

7.9.6 Section C (Proposer's Qualifications)

7.9.6.1 Proposer shall demonstrate that it has the experience to perform the required Program Services. Include the following in Section C of the Business Component: Subsection C.1 (Proposer's Background and Experience - References), Subsection C.2 (Proposer's Pending or Threatening Litigation), and Subsection C.3 (Proposer's Judgment Action(s)).

7.9.6.2 Subsection C.1 (Proposer's Background and Experience - References)

7.9.6.2.1 Proposer shall provide three (3)

references to substantiate its qualifications/experience by completing and submitting Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 2 (Proposer's References) in Subsection C.1 of the Business Component. These three (3) references must demonstrate that Proposer has provided the specific SSP Services (identified as Service Categories, which include Case Management, Homemaker, Personal Care, Respite Care, Alzheimer's Day Care Services, and Registry Services) or services which are equivalent or substantially similar to these Program Services/Service Categories for which Proposer is applying. Each of the three (3) references shall be from separate contracts providing separate services. Proposer shall indicate a specific person County will contact as part of conducting the reference check. When providing information for any one (1) reference (i.e., organization, entity, firm, etc.), Proposer shall only use one (1) point of contact and one (1) contract for that reference. For example, when Proposer has one (1) contract with an entity, Proposer shall not utilize the same contract citing three (3) different contacts to meet the requirement for three (3) references. If Proposer has multiple contracts providing differing services with an entity, it may list separate contacts for each of the contracts. It is Proposer's sole responsibility to ensure that the reference's name and contact person's name, title, phone number, and e-mail address are accurate.

- 7.9.6.2.2 Proposer shall complete and submit Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 3 (Proposer's List of Contracts with Public Entities) in Subsection C.1 of the Business Component . Include all contracts with

public/government entities for the past five (5) years (between 2013 – 2018).

- 7.9.6.2.3 Proposer shall complete and submit Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 4 (Proposer's List of Expired and Terminated Contracts) in Subsection C.1 of the Business Component. Provide responses to each item on this form and such responses shall address the information being requested. List all contracts that have either expired or have been terminated within the past five (5) years (between 2013 – 2018).
- 7.9.6.2.4 The same references may be listed on Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 2 (Proposer's References) and Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 3 (Proposer's List of Contracts with Public Entities) if the reference falls within both categories.
- 7.9.6.2.5 County reserves the option to contact references by telephone, mail, or e-mail to ascertain Proposer's qualifications, accountability, and fitness. In the event that County elects to call the references, County will contact Proposer's references during normal business hours.
- 7.9.6.2.6 County may disqualify Proposer as non-responsive and/or non-responsible (i.e., proposal may be rejected) if any of the following occur: reference(s) fails to substantiate Proposer's description of the services it provided; reference(s) fails to support that Proposer has a continuing pattern of utilizing capable, productive, and skilled personnel; and, County is unable to reach the point of contact. County will make up to three (3) attempts to reach the point of contact. It is

Proposer's responsibility to inform the point of contact of County's normal business hours during which County will conduct reference checks and to provide such contact a general timeframe during which County may attempt to reach him/her. Proposer may estimate that timeframe based on the final proposal due date and time and the tentative date when the evaluations will be completed as noted in Subparagraph 7.3 (RFP Timetable). Proposer shall also inform its references that County may contact them by phone, mail, or e-mail and shall convey the importance of responding to County's request in the time and manner as designated by County.

7.9.6.3 Subsection C.2 (Financial Capability)

7.9.6.3.1 Proposer shall be financially capable of performing/providing Program Services under the requirements of Appendix A (Sample Subaward). To this end, County will conduct a financial capability evaluation using Proposer's audited financial statements and/or single audit reports, which shall reflect Proposer's most recent three (3) full Fiscal Years of financial activities for Fiscal Year 2014-15, Fiscal Year 2015-16, and Fiscal Year 2016-17. These financial documents shall be prepared by an independent auditor and must provide an accurate, verifiable representation of the entire financial position of Proposer's organization.

7.9.6.3.2 **Proposer shall provide** its organization wide audited financial statements and/or single audit reports, which shall minimally include the following:

7.9.6.3.2.1. Balance Sheet, Statement of Financial Position, or Statement of Net Assets, including all supporting schedules (i.e., Current

Assets, Current Liabilities, Detailed Aged Payables, Aged Receivables, Notes Payable, etc.)

7.9.6.3.2.2. Income Statement, Profit and Loss Statement, Statement of Operations, or Statement of Activities

7.9.6.3.2.3. Statement of Cash Flow

7.9.6.3.2.4. Independent Auditor's Opinion

7.9.6.3.2.5. Any notes to the Statements

7.9.6.3.3 Proposer shall provide copies of financial audit reports from other County departments for Fiscal Year 2014-15, Fiscal Year 2015-16, and Fiscal Year 2016-17, including all corrective action plans and corresponding resolutions, if applicable. If such financial audit reports have not been issued from any County department, Proposer shall provide a statement indicating such action.

7.9.6.3.4 If Proposer is a subsidiary of another company then Proposer shall also provide audited financial statements and/or single audit reports for Fiscal Year 2014-15, Fiscal Year 2015-16, and Fiscal Year 2016-17 for the ultimate parent company as well as for Proposer. Provision of the parent company's financial information does not by itself satisfy the requirement for the provision of Proposer's financial information. In addition, the financial capability of the parent company cannot be substituted for Proposer's financial capability unless Proposer provides evidence that its parent company agrees to sign a parental guarantee; Proposer shall submit this evidence with its proposal. If Proposer is not a subsidiary of another company, Proposer shall provide a

statement indicating such position.

7.9.6.3.5 Proposer shall submit its organization-wide audited financial statements and/or single audit reports, the financial audit report from other County departments (if applicable), and financial statements from its parent company (if applicable) as part of Subsection C.2 of the Business Component.

7.9.6.3.6 County will review the information provided. County may reject the proposal based on the outcome of this review.

7.9.6.4 **Subsection C.3 (Proposer's Pending or Threatening Litigation)**

7.9.6.4.1 Proposer shall provide a written statement indicating whether or not it has any pending or threatening litigation in which Proposer is and/or its principals are involved which have occurred within the past five (5) years (between 2013 – 2018). If Proposer does not have any such litigation, Proposer shall provide a written statement indicating that there is no such pending or threatening litigation involving Proposer and/or its principals within the past five (5) years (between 2013 – 2018). The written statement shall be provided in Subsection C.3 of the Business Component.

7.9.6.4.2 In the event that Proposer indicates that it has a pending or threatening litigation, Proposer shall provide the following information: name of the action, case number, brief summary of the case, court jurisdiction, and the size and scope of the action.

7.9.6.4.3 Notations such as “not applicable” or “n/a” are not a valid response and will be deemed as “non-responsive”. County may reject/disqualify the proposal when such a determination is made.

7.9.6.5 **Subsection C.4 (Proposer’s Judgment Action(s))**

7.9.6.5.1 Proposer shall provide a written statement indicating whether or not it has any judgment action(s) against Proposer and/or its principals which have occurred within the past five (5) years (between 2013 – 2018). If Proposer does not have any such judgment actions, Proposer shall provide a written statement indicating that there are no such judgment actions against Proposer and/or its principals within the past five (5) years (between 2013 – 2018). The written statement shall be provided in Subsection C.4 of the Business Component.

7.9.6.5.2 In the event that Proposer indicates that it has a judgment action(s), Proposer shall provide the following information: name of the action, case number, brief summary of the case, court jurisdiction, and the size and scope of the action.

7.9.6.5.3 Notations such as “not applicable” or “n/a” are not a valid response and will be deemed as “non-responsive”. County may reject/disqualify the proposal when such a determination is made.

7.9.7 **Section D (Proposer’s Approach to Provide Required Services)**

7.9.7.1 **Subsection D.1 (Service Delivery Coverage)**

7.9.7.1.1 **Proposer shall provide** a list identifying every zip code that Proposer will serve within the Supervisorial District. **Proposer shall provide** its response in Subsection D.1 of the Business Component

7.9.7.2 **Subsection D.2 (Proposer’s Objectives Compared to RFP Objectives – Case Management)**

7.9.7.2.1 **Proposer shall detail** its plan to provide Case Management Services and its plan to evaluate/gage the effectiveness of Case Management Services. **Proposer**

shall provide copies of a minimum of ten (10) customer satisfaction surveys for Fiscal Year 2018-19.

7.9.7.2.2 **Proposer shall provide** its response in Subsection D.2 of the Business Component. Limit narrative response to one (1) page (the page limit does not apply to sample documents, charts, surveys, etc.). If Proposer is not applying for this Service Category, please indicate “Not Applicable” for this Subsection D.2 of the Business Component.

7.9.7.3 **Subsection D.3 (Proposer’s Objectives Compared to RFP Objectives – Homemaker)**

7.9.7.3.1 **Proposer shall detail** its plan to provide Homemaker Services and its plan to evaluate/gage the effectiveness of Homemaker Services. **Proposer shall provide** copies of a minimum of ten (10) customer satisfaction surveys for Fiscal Year 2018-19.

7.9.7.3.2 **Proposer shall provide** its response in Subsection D.3 of the Business Component. Limit narrative response to one (1) pages (the page limit does not apply to sample documents, charts, surveys, etc.). If Proposer is not applying for this Service Category, please indicate “Not Applicable” for this Subsection D.3 of the Business Component.

7.9.7.4 **Subsection D.4 (Proposer’s Objectives Compared to RFP Objectives – Personal Care)**

7.9.7.4.1 **Proposer shall detail** its plan to provide Personal Care Services and its plan to evaluate/gage the effectiveness of Personal Care Services. **Proposer shall provide** copies of a minimum of ten (10) customer satisfaction surveys for Fiscal Year 2018-19.

7.9.7.4.2 **Proposer shall provide** its response in Subsection D.4 of the Business Component. Limit narrative response to

one (1) pages (the page limit does not apply to sample documents, charts, surveys, etc.). If Proposer is not applying for this Service Category, please indicate “Not Applicable” for this Subsection D.4 of the Business Component.

7.9.7.5 **Subsection D.5 (Proposer’s Objectives Compared to RFP Objectives – Respite Care)**

7.9.7.5.1 **Proposer shall detail** its plan to provide Respite Care Services and its plan to evaluate/gage the effectiveness of Respite Care Services. **Proposer shall provide** copies of a minimum of ten (10) customer satisfaction surveys for Fiscal Year 2018-19.

7.9.7.5.2 **Proposer shall provide** its response in Subsection D.5 of the Business Component. Limit narrative response to one (1) page (the page limit does not apply to sample documents, charts, surveys, etc.). If Proposer is not applying for this Service Category, please indicate “Not Applicable” for this Subsection D.5 of the Business Component.

7.9.7.6 **Subsection D.6 (Proposer’s Objectives Compared to RFP Objectives – Alzheimer’s Day Care Services)**

7.9.7.6.1 **Proposer shall detail** its plan to provide Alzheimer’s Day Care Services and its plan to evaluate/gage the effectiveness of Alzheimer’s Day Care Services, which may include incorporating best practices. **Proposer shall provide** copies of customer satisfaction surveys from family members for Fiscal Year 2018-19.

7.9.7.6.2 **Proposer shall provide** its response in Subsection D.6 of the Business Component. Limit narrative response to one (1) pages (the page limit does not apply to sample documents, charts, surveys, etc.). If Proposer is not applying for this Service Category, please indicate “Not Applicable” for this Subsection D.6

of the Business Component.

7.9.7.7 Subsection D.7 (Proposer's Objectives Compared to RFP Objectives – Registry)

7.9.7.7.1 Proposer shall detail its plan to provide Registry Services, which shall address all of the following: 1) method/process for recruiting, screening (including finger printing, background checks, etc.), and maintaining a registry listing; 2) method/process for matching Client with a registry worker, assisting Client in selecting a registry worker, and follow-up actions once selection is made; 3) frequency of follow-up, including a list of vendors and the years of experience for each of the vendors; and, 3) criteria used to determine a successful match, which shall be substantiated with written testimonials from a minimum of ten (10) Clients along with their contact information.

7.9.7.7.2 Proposer shall provide its response in Subsection D.7 of the Business Component. Limit narrative response to one (1) page (the page limit does not apply to sample documents, charts, surveys, etc.). If Proposer is not applying for this Service Category, please indicate "Not Applicable" for this Subsection D.7 of the Business Component.

7.9.7.8 Subsection D.8 (Target Population)

7.9.7.8.1 Proposer shall describe the target population by addressing all of the following: 1) population demographics (i.e., individuals with greatest economic and social needs, ethnic minorities, LGBT individuals, homeless, isolated, frail, those living in rural areas within the Supervisorial District, etc.); 2) statistical data on the target population within the Supervisorial District (where such information shall align with the information reported on Appendix D (Required Forms and Documentation),

Part I (Required Forms), Exhibit 20 (Proposed Program Services for SSP)) for each of the Service Categories for which Proposer is applying; and, 3) method for outreach to new potential Clients that will ensure that existing Clients continue to live independently within their communities.

7.9.7.8.2 **Proposer shall provide** its response in Subsection D.8 of the Business Component. Limit narrative response to one (1) page (the page limit does not apply to sample documents, charts, surveys, etc.).

7.9.7.9 **Subsection D.9 (Collaboration and Outreach)**

7.9.7.9.1 **Proposer shall describe** its efforts to reach the target population (where the target population includes older adults with the greatest economic and social needs, ethnic minorities, LGBT individuals, homeless, and individuals living in rural areas) by addressing the following: 1) strategies and methods (including pre-planned outreach events, Information Services Activities, and comprehensive collaboration efforts) to refer Clients and their Caregivers, if applicable, to and from other agencies; 2) plan to connect with new potential Clients to encourage use of SSP Services; 3) evaluation plan that will gauge the effectiveness of collaboration and outreach, with a success criteria of increasing new SSP Clients and providing a comprehensive service delivery system; 4) challenges of outreaching to Older Adults with barriers to using SSP Services; 5) plan to address those challenges and to ease barriers to using SSP Services experienced by Older Adults while providing outreach contacts; 6) best practices; 7) the number of new Clients Proposer plans to serve in during the Fiscal Year (including any Subaward term renewal options

exercised by County); 8) documentation of events (i.e. calendar, locations, communities, name of the topics); and, 9) the number of potential SSP Clients outreached, and success rate in enrolling these potential Clients into SSP.

7.9.7.9.2 **Proposer shall provide** its narrative response in Subsection D.9 of the Business Component. Limit narrative response to one (1) page (the page limit does not apply to sample documents, charts, surveys, etc.).

7.9.7.10 **Subsection D.10 (Client Services)**

7.9.7.10.1 **Proposer shall describe** its plan for Client Services by addressing all of the following: 1) method of determining Client eligibility; 2) procedure(s) that will be followed if an individual is not eligible for Services; 3) plan to enable Clients to voluntarily contribute to the cost of the Program; and, 4) mechanism(s) Proposer plans to have in place to ensure that the privacy and confidentiality of each Client is protected whether Client chooses to make a contribution or not.

7.9.7.10.2 **Proposer shall provide** its response in Subsection D.10 of the Business Component. Limit narrative response to one (1) page (the page limit does not apply to sample documents, charts, surveys, etc.).

7.9.7.11 **Subsection D.11 (Past Experience)**

7.9.7.11.1 **Proposer shall describe** its past experience by addressing all of the following: 1) list of partner agencies, sites, MOUs, proof of collaborations (including any of County's Family Caregiver Support Services subrecipients), news articles, etc.; 2) a chart detailing Proposer's performances during the last five (5) Fiscal Years for each of the proposed Service Categories (separated by Fiscal Year) where such

chart includes the number of Clients served during each Fiscal Year, the number and/or percentage of "Priority of Service" Clients that were served; and, 3) the outcomes achieved as a result of the Services provided to Clients.

7.9.7.11.2 **Proposer shall provide** a minimum of twenty-five (25) written testimonials from current Clients along with each such Client's contact information (which shall minimally include Client's first and last name, and his/her daytime phone number). County reserves the right to contact each Client to attest to Proposer's service delivery. County will use this information to substantiate the outcomes of the service(s) provided to Clients.

7.9.7.11.3 **Proposer shall provide** its response in Subsection D.11 of the Business Component. Limit narrative response to one (1) page (the page limit does not apply to sample documents, charts, surveys, etc.).

7.9.7.12 **Subsection D.12 (Commencement of Program Services)**

7.9.7.12.1 **Proposer shall describe** its plan to deliver the proposed Services commencing on July 1, 2019. If Proposer will be contracting with a Lower Tier Subrecipient to provide any Service Category, **provide** a draft copy of the potential Lower Tier Subaward or a previously executed Lower Tier Subaward.

7.9.7.12.2 **Proposer shall provide** its response in Subsection D.12 of the Business Component. Limit narrative response to one (1) page (the page limit does not apply to sample documents, charts, surveys, etc.).

7.9.7.13 **Subsection D.13 (Facilities, Equipment and Material Resources)**

- 7.9.7.13.1 **Proposer shall describe** all of the following: 1) Proposer's facilities, equipment, and material resources (e.g., computers, handouts, flyers, etc.) which Proposer plans to utilize to provide SSP Services; and, 2) how the facilities, equipment, and material resources will assist Proposer in meeting SSP requirements.
- 7.9.7.13.2 **Proposer shall provide** its narrative response in Subsection D.13 of the Business Component. Limit narrative response to one (1) page (the page limit does not apply to sample documents, charts, surveys, etc.).

7.9.8 Section E (Quality Control Plan)

- 7.9.8.1 **Provide** a comprehensive description of Proposer's Quality Control Plan to be utilized by Proposer as a self-monitoring tool which will ensure that all of the requirements of the Program Services are met, including those requirements specified in Appendix A (Sample Subaward).
- 7.9.8.2 Proposer may provide a copy of its Quality Control Plan as an attachment to the proposal; however, attaching the Quality Control Plan shall not take the place of providing the description of the Quality Control Plan as required by this Section.
- 7.9.8.3 At a minimum, the following factors shall be included in the Quality Control Plan and these factors **shall be addressed** in Proposer's description of its Quality Control Plan:
 - 7.9.8.3.1 Activities to be monitored to ensure compliance with those requirements listed in Appendix C (Statement of Work Exhibits), Attachment 1 (Performance Requirements Summary Chart).
 - 7.9.8.3.2 Monitoring methods to be used, documentation methods of all monitoring results (including any corrective action taken) and the frequency of monitoring.
 - 7.9.8.3.3 Samples of forms to be used in

monitoring.

7.9.8.3.4 Title/level and qualifications of personnel performing monitoring functions.

7.9.8.4 **Proposer shall include** the narrative description and documentation (if applicable) as part of Section E of the Business Component.

7.9.9 **Section F (Proposer's Green Initiatives)**

7.9.9.1 **Proposer shall describe** its plan to comply with the green requirements described in Appendix B (Statement of Work), Section 11.0 (Green Initiatives). Describe Proposer's current environmental policies and practices and those proposed to be implemented during the term of the Subaward. Proposer shall submit these narrative descriptions as part of Section F of the Business Component.

7.9.10 **Section G (Required Forms and Documentation)**

7.9.10.1 **Proposer shall complete** the Appendix D (Required Forms and Documentation), Part I (Required Forms) forms listed in Subparagraph 7.9.10.3 by providing responses to each item on these forms and such responses shall address the information being requested. When any requested information does not apply, Proposer shall respond to that item by indicating "Not Applicable" as its response. Proposer shall not leave any item blank/unanswered.

7.9.10.2 In the event that Proposer's response to the information requested on these forms indicates non-compliance with County's requirements, the proposal may be disqualified for non-responsiveness and rejected at County's sole discretion. For example, if Proposer's response to any of the items noted on the certification in Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 8 (Proposer's Equal Employment Opportunity Certification) is "No" then County may deem the proposal to be non-responsive and it may be rejected.

7.9.10.3 **Proposer shall submit** all of the following completed forms in Section G of the Business Component in the order listed below:

7.9.10.3.1 Exhibit 5 (Certification of No Conflict of

Interest)

- 7.9.10.3.2 Exhibit 6 (Familiarity with County's Lobbyist Ordinance Certification)
- 7.9.10.3.3 Exhibit 7 (Request for Preference Program Consideration)
- 7.9.10.3.4 Exhibit 8 (Proposer's Equal Employment Opportunity Certification)
- 7.9.10.3.5 Exhibit 9 (Attestation of Willingness to Consider GAIN/GROW Participants)
- 7.9.10.3.6 Exhibit 10 (County of Los Angeles Contractor Employee Jury Service Program Certification and Application for Exception)
- 7.9.10.3.7 Exhibit 11 (Charitable Contributions Certification)
- 7.9.10.3.8 Exhibit 12 (Certification of Compliance with County's Defaulted Property Tax Reduction Program)
- 7.9.10.3.9 Exhibit 13 (Compliance with County's Zero Tolerance Human Trafficking Policy)
- 7.9.10.3.10 Exhibit 14 (Compliance with Fair Chance Employment Hiring Practices Certification)
- 7.9.10.3.11 Exhibit 15 (Proposed List of Lower Tier Subawards)
- 7.9.10.3.12 Exhibit 16 (Compliance with Data Encryption Requirements)
- 7.9.10.3.13 Exhibit 17 (California Civil Rights Laws Certification)
- 7.9.10.3.14 Proposer's organizational documents as listed in Appendix D (Required Forms and Documentation), Part II (Required Documentation). Unless otherwise specified, these documents shall be current as of the final proposal due date and time. For each document, place a

tabbed sheet in front of it to identify the document.

- 7.9.10.4 Missing and/or incomplete forms and/or organizational documents may subject the proposal to disqualification at County's sole determination.

7.10 Proposal Format – Cost Component

7.10.1 The content and sequence of the Cost Component must be as follows:

- 7.10.1.1 Cover Page
- 7.10.1.2 Table of Contents
- 7.10.1.3 Section A (Proposed Program Services)
- 7.10.1.4 Section B (Proposed Budget)
- 7.10.1.5 Section C (Budget Narrative)

7.10.2 Cover Page

- 7.10.2.1 Identify this part of the proposal as the Cost Component and include the RFP title, RFP number, and Proposer's name.

7.10.3 Table of Contents

- 7.10.3.1 The table of contents must be a comprehensive and sequential listing of the material included in the proposal. This listing must present a clear definition of the material, identified by sequential page numbers and by Section and Subsection reference numbers. Use one of the following methods when preparing the table of contents:

- 7.10.3.1.1 Method 1 (for Sections only): Section [Section letter] (Section title) Page [number] (e.g., Section A (Organization Questionnaire, Affidavit, and Community Business Enterprise Information) Page 1).

- 7.10.3.1.2 Method 2 (for Sections with Subsections): Section [Section letter] (Section title), Subsection [Subsection letter] (Subsection title) Page [number] (e.g., Section C (Proposer's

7.10.4 **Section A (Proposed Program Services)**

7.10.4.1 **Proposer shall complete and submit** the following forms for Section A of the Cost Component:

7.10.4.1.1 Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 18 (Certification of Independent Price Determination and Acknowledgement of Request for Proposals Restrictions)

7.10.4.1.2 Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 20 (Proposed Program Services for SSP)

7.10.4.2 **Proposer shall complete** Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 20 (Proposed Program Services for SSP) as follows:

7.10.4.2.1 Specify the proposed unit rate(s), units of services, and number of unduplicated Clients.

7.10.4.2.2 The proposed rate(s) shall reflect Proposer's anticipated operating costs to provide Program Services for the Fiscal Year as reflected on this form.

7.10.4.2.3 The Services reported on this form shall represent Proposer's agreement to perform the Program Services identified therein.

7.10.4.2.4 Accurately complete the form by adhering to the requirements outlined therein in addition to the requirements outlined in Appendix A (Sample Subaward).

7.10.4.2.5 The total MASS and PF by Supervisorial District, which are reported on the form shall match the MASS and PF by

Supervisory District reported on Appendix D ((Required Forms and Documentation), Part I (Required Forms), Exhibit 19 (Proposed Budget for SSP Services).

7.10.5 Section B (Proposed Budget)

7.10.5.1 **Proposer shall complete and submit** the following forms for Section B of the Cost Component:

7.10.5.1.1 Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 19 (Proposed Budget for SSP Services)

7.10.5.2 Proposer shall complete Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 19 (Proposed Budget for SSP Services) as follows:

7.10.5.2.1 Budget shall reflect Proposer's anticipated costs and funding needed to provide these Program Services for a Supervisory District.

7.10.5.2.2 Accurately complete the form by adhering to the requirements outlined therein in addition to the requirements outlined in Appendix A (Sample Subaward).

7.10.5.2.3 The total MASS and PF by Supervisory District, which are reported on the form shall match the MASS and PF by Supervisory District reported on Appendix D ((Required Forms and Documentation), Part I (Required Forms), Exhibit 20 (Proposed Program Services for SSP).

7.10.5.2.4 The minimum required match contribution of fifteen percent (15%) must be met. All mandatory staffing positions shall be reflected.

7.10.6 Section C (Budget Narrative)

7.10.6.1 **Proposer shall provide** a written narrative explaining the reasonableness and necessity of each item of cost

that is included in the completed Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 19 (Proposed Budget for SSP Services) form (refer to Subparagraph 7.10.5 (Section B (Proposed Budget) for the requirements on completing the budget). Proposer shall submit this narrative description as part of Section C of the Cost Component. Limit narrative response to two (2) pages.

7.11 Firm Offer/Withdrawal of Proposal

7.11.1 Until the final proposal due date and time, Proposer may correct errors in its proposal by submitting another complete proposal (one (1) original hardcopy, four (4) duplicate hardcopies, and two (2) electronic versions) with the mistakes corrected. Proposer shall provide a written statement signed by its Authorized Representative indicating its intent to withdraw its original proposal and re-submit a revised proposal. Proposer shall include this written/signed statement when submitting the revised/corrected proposal. Revised proposals will not be accepted once the deadline for submission of proposals has passed.

7.11.2 The proposal shall be a firm and final offer, and may not be withdrawn for a period of two hundred seventy (270) days following the final proposal due date and time.

7.12 Proposal Submission

7.12.1 A complete proposal is one that includes the original hardcopy proposal, four (4) duplicate hardcopies of the proposal, and two (2) electronic versions of the proposal (stored on thumb drives, flash drives, etc.). This complete proposal shall be enclosed in a sealed envelope or box, plainly marked in the upper left-hand corner with Proposer's name and address, and shall bear the following words:

Proposal for Supportive Services Program Services

RFP Number AAA-SSP-1920 RFP

7.12.2 At any time prior to the final proposal due date and time, Proposer may submit its proposal during County's normal business hours (Monday through Friday, during the hours of 8:00 a.m. to 5:00 p.m., not including County recognized holidays). On the final proposal due date, the proposal shall be submitted (i.e., must be received by County) no later than the time indicated in Subparagraph 7.3 (RFP Timetable). The proposal shall be submitted by mail or hand-delivered to:

County of Los Angeles
Workforce Development, Aging and Community Services
Contracts Management Division
Attention: AAA-SSP-1920 RFP
3175 West 6th Street
Los Angeles, CA 90020-1708

7.12.3 It is the sole responsibility of Proposer to ensure that its proposal is received no later than the final proposal due date and time. Proposer shall bear all risks associated with delays in delivery by any person or entity, including the United States postal service. Any proposal received after the final proposal due date and time will not be accepted and will be returned unopened to Proposer or Proposer's agent. Timely hand-delivered proposals are acceptable. No facsimile (fax) or electronic mail (e-mail) proposals will be accepted.

7.12.4 When Proposer or Proposer's agent delivers the proposal in a sealed envelope or box, County will receive the proposal in the condition in which it is delivered (i.e., County will not open the sealed envelope/box until after the final proposal due date and time have elapsed). County will provide Proposer or Proposer's agent a receipt as evidence that the proposal is received by the final proposal due date and time. In the event that Proposer elects to re-submit its proposal pursuant to the requirements outlined in Subparagraph 7.11 (Firm Offer/Withdrawal of Proposal), County shall return the originally submitted proposal to Proposer, issue a new receipt for the resubmitted proposal, and void the prior receipt that was issued for the original proposal.

7.12.5 If Proposer does not submit the required number of proposals (both hardcopies and electronic versions) as stated in this Subparagraph 7.12 then County (at its sole discretion) may deem Proposer's submission as non-responsive, which may result in the proposal being disqualified from further consideration/review (i.e., the proposal may be rejected).

7.13 Notice of Intent to Submit Proposal

7.13.1 In an effort to plan the evaluation component of this solicitation, County requests prospective Proposer that intends to submit a proposal to complete Appendix O (Notice of Intent to Submit Proposal) and submit it to County by e-mail, mail, or in-person no later than Monday, April 1, 2019 by 12:00 p.m. (noon) (PT) using one (1) of the following addresses:

E-mail Address:

aaarfp@wdacs.lacounty.gov

Postal and Delivery Address:

County of Los Angeles

Workforce Development, Aging and Community Services

Contracts Management Division

Attention: AAA-SSP-1920 RFP

3175 West 6th Street

Los Angeles, CA 90020-1708

8.0 SELECTION PROCESS AND EVALUATION CRITERIA

8.1 Selection Process

8.1.1 County reserves the sole right to judge the contents of the proposals submitted pursuant to this RFP and to review, evaluate, and select the successful proposal(s). The selection process will begin with receipt of the proposal on the final proposal due date and time indicated in Subparagraph 7.3 (RFP Timetable). Proposals which demonstrate Proposer's adhere to the Minimum Qualifications as verified by County will be evaluated by an Evaluation Committee/Team.

8.1.2 Composition of Evaluation Committee/Team

8.1.2.1 Evaluation of the proposals which pass the Minimum Qualifications review will be made by an Evaluation Committee selected by WDACS. This Evaluation Committee may include individuals in various areas including but not limited to contract development, program/planning operations, finance/accounting, and/or monitoring/compliance operations. County will make every attempt to utilize the services of appropriate subject matter experts to assist in this process.

8.1.3 Evaluation Committee Review of the Proposal

8.1.3.1 The Evaluation Committee will evaluate the proposals and will use the evaluation approach described herein to select a prospective Subrecipient. All proposals will be evaluated based on the criteria listed below. All proposals will be scored and ranked in numerical

sequence from highest to lowest for each Supervisorial District. County may also, at its option, invite Proposers being evaluated to make a verbal presentation or County may conduct site visits, if appropriate.

8.1.4 Clarification of Proposal Elements

- 8.1.4.1 County may, at its sole option, contact all Proposers for clarification of submitted information.

8.1.5 Missing Forms and Documentation

- 8.1.5.1 In the event that Proposer does not submit a required form and/or document as indicated in the Business Component, Cost Component, or both, County will deduct points for the missing form or document. However, if the missing form and/or document is required as part of the Minimum Qualifications then point deductions are not applicable since the Minimum Qualifications will be reviewed on a pass/fail basis.
- 8.1.5.2 In the event that Proposer is selected to receive a Subaward and it did not submit a required form or documentation that is indicated in Subparagraph 7.9.10 (Section G (Required Forms and Documentation)) as part of its proposal, County will not recommend Proposer to the Board of Supervisors for the Subaward unless/until Proposer has submitted the proper form(s) and/or documentation as directed by County (i.e., successful Proposer shall submit any missing form/documentation to County prior to recommendation for the Subaward).

8.1.6 Proposal Score

- 8.1.6.1 Qualifying proposals that pass the Minimum Qualifications review will be evaluated and scored using a numerical point value. The Evaluation Committee will use an evaluation tool containing rating criteria to determine the score of the proposal. The maximum score that a proposal can receive is 10,000 points. These points are divided between the Business Component and the Cost Component. The Business Component is worth a maximum of 5,300 points and the Cost Component is worth a maximum of 4,700 points.
- 8.1.6.2 The final score for each proposal will be used to rank the proposals from highest to lowest within each Supervisorial

District. In the event that multiple proposals receive the same score and rank, County reserves the right to select proposals that are determined by County to best meet the needs of County.

8.1.6.3 Proposals will be evaluated based on the Supervisorial District for which Proposer has applied. For example, all proposals submitted for Supervisorial District 5 will be evaluated in relation to County's need for Program Services in Supervisorial District 5. As such, the maximum score that a proposal can receive when it is submitted for a Supervisorial District is 10,000 points.

8.1.6.4 In order to be considered for a Subaward, Proposer must receive an overall minimum passing score of 7,000 points after its proposal has been evaluated. In the event that no proposal receives a minimum passing score of 7,000 points, County reserves the right to select a proposal for the Subaward based on the score of the highest rated proposal. In this case, the highest scoring proposal that doesn't receive 7,000 points will be determined to be the highest score and other proposals will be ranked from the highest to the lowest, accordingly.

8.1.7 Prospective Subrecipient(s)

8.1.7.1 County retains the right to select a proposal other than the proposal receiving the highest number of points if County determines, in its sole discretion, that another proposal is the most overall qualified, cost-effective, responsive, responsible, and best meets the needs of County.

8.1.7.2 Through this RFP process, County intends to select successful proposals which demonstrate that Proposer meets the qualifications, standards, and capacity requirements outlined in this solicitation document and can provide Services to Clients pursuant to the requirements outlined in Appendix B (Statement of Work). Altogether, County anticipates selecting approximately fifteen (15) successful proposals (which includes selecting the three (3) highest scoring proposals for each Supervisorial District) for the agreed-upon Services.

County retains the right to modify the number of proposals to be selected (in total and/or by Supervisorial District) when such selection best meets County's planning and service area needs.

- 8.1.7.3 In the event that Proposer is successful in being selected for an award for more than one (1) Supervisorial District, only one (1) Subaward will be awarded and it will include all of the Supervisorial Districts (up to a maximum of three (3)) for which Proposer is successful.
- 8.1.7.4 After prospective Subrecipient has been selected, County and the prospective Subrecipient will negotiate a Subaward for submission to the Board of Supervisors for its consideration and possible approval. County may negotiate modifications of the successful proposal to ensure that all necessary Program requirements are met prior to award of the Subaward. If a satisfactory Subaward cannot be negotiated, County may, at its sole discretion, begin Subaward negotiations with the next qualified Proposer who submitted a proposal, as determined by County. The recommendation to award a Subaward will not bind the Board of Supervisors to award a Subaward to the prospective Subrecipient.

8.2 Adherence to Minimum Qualifications (Pass/Fail)

- 8.2.1 County shall review the information described in Subparagraph 7.9.4 (Section A (Organization Questionnaire, Affidavit, and Community Business Enterprise Information)) and determine whether Proposer meets the Minimum Qualifications outlined therein. Proposer's failure to comply with the Minimum Qualifications may eliminate its proposal from any further consideration. County reserves the right to waive inconsequential disparities or any informalities in a proposal if the sum and substance of the proposal is present.
- 8.2.2 If County determines that Proposer has met and passed the Minimum Qualifications (i.e., Pass/Fail Review) then the proposal will be evaluated for scoring by the Evaluation Committee as noted in Subparagraph 8.1 (Selection Process).

8.3 Disqualification Review

- 8.3.1 A proposal may be disqualified from consideration when County determines it is a non-responsive proposal at any time during the review/evaluation process. A proposal may also be disqualified due to a determination of Proposer's non-responsibility in accordance with Subparagraph 5.9 (Determination of Proposer Responsibility)). If County determines that a proposal is disqualified due to non-responsiveness, County shall notify Proposer in writing. When County determines that a proposal is disqualified due to non-responsiveness, County shall notify Proposer in writing (written determination of non-responsiveness). In this written determination

of non-responsiveness, County will provide Proposer an opportunity to request a Disqualification Review within a specified timeframe.

8.3.2 Upon receipt of the written determination of non-responsiveness, Proposer may submit a written request for a Disqualification Review within the timeframe specified in the written determination of non-responsiveness.

8.3.3 A request for a Disqualification Review shall satisfy all of the following criteria:

8.3.3.1 The person or entity requesting a Disqualification Review is Proposer.

8.3.3.2 The request for a Disqualification Review is submitted timely (i.e., by the date and time specified in the written determination of non-responsiveness).

8.3.3.3 The request for a Disqualification Review asserts that County's determination of disqualification due to non-responsiveness was erroneous (e.g. factual errors, etc.) and provides factual support on each ground asserted as well as copies of all documents and other material that support the assertions.

8.3.4 At County's sole determination, the request for a Disqualification Review may be denied if the request does not meet all of the criteria listed in Subparagraph 8.3.3. The Disqualification Review shall be completed by County and a written determination shall be provided to the requesting Proposer prior to the conclusion of the evaluation process. The results of the Disqualification Review are final and no further appeals will be allowed.

8.4 Business Component Evaluation and Criteria (5,300 Maximum Points)

8.4.1 Point Deductions

8.4.1.1 Any reviews conducted during the evaluation of the Business Component portion of the proposal may result in a point deduction(s).

8.4.2 Proposer's Qualifications (1,600 Maximum Points)

8.4.2.1 Proposer's Background and Experience – References (600 Maximum Points)

8.4.2.1.1 The proposal will be evaluated based on the verification of references provided in response to Subparagraph 7.9.6.2 (Subsection C.1 (Proposer's Background

and Experience - References)). Each reference will be evaluated and scored individually and the maximum possible points available for each reference is 200 points. Therefore the total maximum points for this Subsection C.1 is worth 600 points. In the event that a reference's point of contact cannot be reached within three (3) attempts by County, Proposer shall receive zero (0) points for the scoring of that reference.

8.4.2.1.2 In addition to the references provided, County will also review County's Contract Database and Contractor Alert Reporting Database, if applicable; these databases provide vendor's past performance history on County and other contracts. This portion of the evaluation may result in point deductions. Altogether, the reviews of County's database(s) may result in point deductions up to one hundred percent (100%) of the total points awarded in this evaluation category (i.e., **the maximum number of points that may be deducted for each reference is 200 points and the combined maximum number of points that may be deducted for all three (3) references is 600 points**). If the combined maximum number of points in the amount of **600** points are deducted as a result of the reviews of County's database(s) then the proposal may be disqualified in its entirety, deemed non-responsive and it may not be subjected to further evaluation.

8.4.2.1.3 The proposal will further be evaluated based on a review of Proposer's list of expired and terminated contracts. Such review will be conducted to determine the significance of the termination of any contracts. This review may result in point deductions of up to **100** points.

8.4.2.2 **Financial Capability (1,000 Maximum Points)**

8.4.2.2.1 The proposal will be evaluated based on County's review of the documents submitted in response to Subparagraph 7.9.6.3 (Section C.2 (Financial Capability)).

8.4.2.3 Proposer's Pending or Threatening Litigation (100 Maximum Possible Point Deductions)

8.4.2.3.1 The proposal will be evaluated based on a review of the information provided in response to Subparagraph 7.9.6.4 (Subsection C.3 (Proposer's Pending or Threatening Litigation)). Such review will be conducted to determine the significance of any litigation which may be pending against Proposer and/or its principals. This review may result in point deductions of up to 100 points.

8.4.2.4 Proposer's Judgment Action(s) (100 Maximum Possible Point Deductions)

8.4.2.4.1 The proposal will be evaluated based on a review of the information provided in response to Subparagraph 7.9.6.5 (Subsection C.4 (Proposer's Judgment Action(s))). Such review will be conducted to determine the significance of any judgment action against Proposer and/or its principals. This review may result in point deductions of up to 100 points.

8.4.3 Proposer's Approach to Providing Required Services (3,300 Maximum Points)

8.4.3.1 For each of the categories identified in this Subparagraph 8.4.3, the proposal will be evaluated based on the methodology Proposer shall use to meet County's requirements as provided in response to the criteria outlined in Subparagraph 7.9.7 (Section D (Proposer's Approach to Provide Required Services)). Any response that does not provide a detailed description as indicated in Subparagraph 7.9.7 (Section D (Proposer's Approach to Provide Required Services)) will not receive any points for that category. For example, responses such as "Proposer will follow the protocols and procedures described in Appendix B

(Statement of Work)", "Proposer will provide all Service Categories in accordance with the requirements noted in Appendix B (Statement of Work)", etc. will receive zero (0) points.

8.4.3.2 Service Delivery Coverage (1,200 Maximum Points)

8.4.3.3 Proposer's Objectives Compared to RFP Objectives – Case Management (300 Maximum Points)

8.4.3.4 Proposer's Objectives Compared to RFP Objectives – Homemaker (300 Maximum Points)

8.4.3.5 Proposer's Objectives Compared to RFP Objectives – Personal Care (300 Maximum Points)

8.4.3.6 Proposer's Objectives Compared to RFP Objectives – Respite Care (300 Maximum Points)

8.4.3.7 Proposer's Objectives Compared to RFP Objectives – Alzheimer's Day Care Services (300 Maximum Points)

8.4.3.8 Proposer's Objectives Compared to RFP Objectives – Registry (100 Maximum Points)

8.4.3.9 Target Population (100 Maximum Points)

8.4.3.10 Collaboration and Outreach (100 Maximum Points)

8.4.3.11 Client Services (100 Maximum Points)

8.4.3.12 Past Experience (100 Maximum Points)

8.4.3.13 Commencement of Program Services (50 Maximum Points)

8.4.3.14 Facilities, Equipment and Material Resources (50 Maximum Points)

8.4.4 Quality Control Plan (150 Maximum Points)

8.4.4.1 The proposal will be evaluated based on Proposer's ability to establish and maintain a complete Quality Control Plan to ensure the requirements of Subaward are provided as specified. Evaluation of the Quality Control Plan shall cover the proposed monitoring system of all services listed Appendix C (Statement of Work Exhibits), Attachment 1 (Performance

Requirements Summary Chart) based on the information provided in response to Subparagraph 7.9.8 (Section E (Quality Control Plan)).

8.4.5 Proposer's Green Initiatives (50 Maximum Points)

- 8.4.5.1 The proposal will be evaluated based on Proposer's current environmental policies and practices as well as those proposed to be implemented during the term of the Subaward as described in response to Subparagraph 7.9.9 (Section F (Proposer's Green Initiatives)).

8.4.6 Required Forms and Documentation (200 Maximum Points)

- 8.4.6.1 The proposal will be evaluated based on Proposer's submission and completion of each required form and documentation as noted in Subparagraph 7.9.10 (Section G (Required Forms and Documentation)). Each form will be reviewed for completeness (all requested information is addressed, no items are left blank/unanswered); compliance with County's requirements and instructions; and, validity (i.e., the documentation noted in Appendix D (Required Forms and Documentation), Part II (Required Documentation) shall be current).
- 8.4.6.2 In the event that Proposer does not submit a form and/or documentation, County shall deduct **ten (10)** points for each missing form or document. The total **maximum possible point deduction** shall be **170**. The total points will be deducted from the Business Component score.

8.5 Cost Component Evaluation and Criteria (4,700 Maximum Points)

8.5.1 Point Deductions

- 8.5.1.1 Any reviews conducted during the evaluation of the Cost Component portion of the proposal may result in point deductions.

8.5.2 Proposed Program Services (3,000 Maximum Points)

8.5.2.1 Certification of Independent Price Determination and Acknowledgement of Request for Proposals Restrictions (100 Maximum Points)

- 8.5.2.1.1 The proposal will be evaluated based on

Proposer's completion and submission of Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 18 (Certification of Independent Price Determination and Acknowledgement of Request for Proposals Restrictions).

8.5.2.2 Lowest Unduplicated Client Cost (1,800 Maximum Points)

8.5.2.2.1 The proposal will be evaluated based on the cost reported for each unduplicated Client for each Service Category as noted in Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 20 (Proposed Program Services for SSP). A maximum of 300 points will be awarded to the lowest unduplicated Client cost for each Service Category. All other proposals will be compared to the proposal with the lowest unduplicated Client cost and points will be awarded to the other proposals in proportion to the proposal with the lowest unduplicated Client cost. Should one or more Proposers request and be granted the Local Small Business Enterprise Preference, Social Enterprise Preference, or Disabled Veteran Business Enterprise Preference, the lowest unduplicated Client cost will be determined as follows:

8.5.2.2.1.1. Fifteen percent (15%) of the lowest unduplicated Client cost reflected in Appendix D (Required Forms and Documentation), Part I (Required Forms), Exhibit 20 (Proposed Program Services for SSP) will be calculated in order to determine the Preference Amount. The Preference Amount will be deducted from the unduplicated

Client cost for all Proposers who requested and were granted a Preference. This would effectively decrease the unduplicated Client cost for Proposer who qualifies to receive the Preference (only for purposes of determining the lowest unduplicated Client cost).

8.5.2.2.1.2. In no case shall any Preference be combined to exceed fifteen percent (15%) of the unduplicated Client cost for Proposer who meets the specifications for the Preference (i.e., when Proposer requests and is certified under more than one (1) of the Preference Programs, only one (1) Preference of fifteen percent (15%) will be applied to the proposal).

8.5.2.3 Cost Effectiveness of Unit Rates (700 Maximum Points)

8.5.2.3.1 For each Service Category, the proposal will be evaluated based on a comparison between the proposed unit rate(s) versus the maximum unit rate(s), which is reflected in Appendix B (Statement of Work). County is seeking proposals that reflect unit rate(s) which are at least five percent (5%) lower than the maximum unit rates. The maximum points for each Service Category is as follows:

8.5.2.3.1.1. **Case Management (150 Maximum Points)**

8.5.2.3.1.2. **Homemaker (100 Maximum Points)**

8.5.2.3.1.3. **Personal Care (100**

Maximum Points)

8.5.2.3.1.4. **Respite Care (100 Maximum Points)**

8.5.2.3.1.5. **Alzheimer's Day Care Services (100 Maximum Points)**

8.5.2.3.1.6. **Registry (150 Maximum Points)**

8.5.2.4 Proposer's Match (400 Maximum Points)

8.5.2.4.1 The proposal will be evaluated based on the level of match that Proposer will provide above the minimum required match contribution. Proposals will be scored based on how much match contribution is reflected in excess of the required fifteen percent (15%).

8.5.3 Proposed Budget (900 Maximum Points)

8.5.3.1 The budget will be evaluated based on the accuracy of calculations and its adherence to the requirements outlined in Subparagraph 7.10.5 (Section B (Proposed Budget)). Points will be awarded accordingly.

8.5.4 Budget Narrative (800 Maximum Points)

8.5.4.1 The budget narrative will be evaluated based on its adherence to the requirements outlined in Subparagraph 7.10.6 (Section C (Budget Narrative)). Points will be awarded accordingly.

8.6 Intentionally Omitted

8.7 County's Proposed Contractor Selection Review

8.7.1 County's Debriefing Process

8.7.1.1 Upon completion of the evaluation and selection of the successful Proposer(s), County shall notify the non-selected Proposers in writing that County is entering negotiations with successful Proposer. Upon receipt of the letter, any non-selected Proposer may submit a written request for a debriefing within the timeframe specified in County's letter. A request for a debriefing may, in County's sole discretion, be denied if the

request is not received within the specified timeframe.

- 8.7.1.2 The purpose of the debriefing is to compare the non-selected Proposer's proposal to the solicitation document with the evaluation document. Non-selected Proposer shall be debriefed only on its proposal. Because Subaward negotiations are not yet complete, proposals from other Proposers shall not be discussed, although County may inform non-selected Proposer of its relative ranking.
- 8.7.1.3 During or following the debriefing, County will instruct non-selected Proposer of the manner and timeframe in which it must notify County of its intent to request a Proposed Contractor Selection Review as noted in Subparagraph 8.7.2 (Proposed Contractor Selection Review), if non-selected Proposer is not satisfied with the results of the debriefing.

8.7.2 Proposed Contractor Selection Review

- 8.7.2.1 If Proposer is not satisfied with the results of the Disqualification Review, County will inform disqualified Proposer of its right to request a Proposed Contractor Selection Review. County will provide non-selected Proposer a copy of the Notice of Intent to Request a Proposed Contractor Selection Review form and will instruct non-selected Proposer on the procedures to complete and submit the form to County within the designated timeframe.
- 8.7.2.2 Any Proposer that has timely submitted a notice of its intent to request a Proposed Contractor Selection Review as described in Subparagraph 8.7.2.1 may submit a written request for a Proposed Contractor Selection Review in the manner and timeframe as shall be specified by County.
- 8.7.2.3 A request for a Proposed Contractor Selection Review may, in County's sole discretion, be denied if the request does not satisfy all of the following criteria:
 - 8.7.2.3.1 The person or entity requesting a Proposed Contractor Selection Review is a Proposer.
 - 8.7.2.3.2 The request for a Proposed Contractor Selection Review is submitted timely (i.e., by the date and time specified by

County).

8.7.2.3.3 The person or entity requesting a Proposed Contractor Selection Review asserts in appropriate detail with factual reasons one or more of the following grounds for review:

8.7.2.3.3.1. County materially failed to follow procedures specified in its solicitation document, including: failure to correctly apply the standards for reviewing the proposal format requirements; failure to correctly apply the standards, and/or follow the prescribed methods, for evaluating the proposals as specified in the solicitation document; or use of evaluation criteria that were different from the evaluation criteria disclosed in the solicitation document.

8.7.2.3.3.2. County made identifiable mathematical or other errors in evaluating proposals, resulting in Proposer receiving an incorrect score and not being selected as the recommended Subrecipient.

8.7.2.3.3.3. A member of the Evaluation Committee demonstrated bias in the conduct of the evaluation.

8.7.2.3.3.4. Another basis for review as provided by State or Federal law.

8.7.2.3.4 The request for a Proposed Contractor Selection Review sets forth sufficient

detail to demonstrate that, but for the department's alleged failure, Proposer would have been the lowest cost and most responsive and responsible proposal or the highest-scored proposal, as the case may be.

- 8.7.2.4 Upon completing the Proposed Contractor Selection Review, County shall issue a written decision to Proposer within a reasonable time following receipt of the request for a Proposed Contractor Selection Review, and always before the date the Subaward recommendation is to be heard by the Board of Supervisors. The written decision shall additionally instruct Proposer of the manner and timeframe for requesting a County Independent Review as described in Subparagraph 8.8 (County Independent Review).

8.8 County Independent Review

- 8.8.1 If non-selected Proposer is not satisfied with the results of the Proposed Contractor Selection Review, it may submit a written request for a County Independent Review in the manner and timeframe specified by County in County's written decision regarding the Proposed Contractor Selection Review.
- 8.8.2 The request for a County Independent Review may, in County's sole discretion, be denied if the request does not satisfy all of the following criteria:
 - 8.8.2.1 The person or entity requesting the County Independent Review is a Proposer.
 - 8.8.2.2 The request for a County Independent Review is submitted timely (i.e., by the date and time specified by County).
 - 8.8.2.3 The person or entity requesting the County Independent Review has limited the request to items raised in the Proposed Contractor Selection Review and new items that arise from County's written decision and are based on the appropriate grounds for requesting a Proposed Contractor Selection Review as listed in Subsection 8.7.2 (Proposed Contractor Selection Review).
- 8.8.3 Upon completion of the County Independent Review, the County of Los Angeles Internal Services Department will forward the final report to WDACS and WDACS will provide a copy of the final written

determination to non-selected Proposer.